

1.0 Background

The Nipissing District 10 Year Housing and Homelessness Plan was developed in accordance with the provincial *Housing Services Act* (2011), which required Ontario’s 47 Service Managers to develop housing and homelessness plans for their service areas. In the Nipissing District, the plan was endorsed by eight of eleven municipalities and was approved by the District of Nipissing Social Services Administration Board (DNSSAB) in December 2013 (Resolution No. 2013-210). To ensure plan implementation, annual progress updates are prepared as required by the Ministry of Municipal Affairs Housing, and approved by the DNSSAB. This is the progress update for 2020, which marks the fifth year of the plan’s implementation.

In 2021, the 5-Year Review of the 10-Year Housing and Homelessness Plan was prepared and approved by the Board of Directors of the DNSSAB and the Ministry of Municipal Affairs and Housing (MMAH). The 5-Year Review included an updated demographic and housing needs background report and an amended list of strategic objectives based on consultation with community stakeholders and a review of current and future operations.

3.0 Recap: Plan Format

The local 10 year Housing and Homelessness Plan provides a strong framework for guiding DNSSAB’s housing policy, planning, and investment decisions over the next 10 years. The plan facilitates this by establishing clear objectives and a number of housing and homelessness strategies, actions and targets to consider for achieving the objectives. As a living document however, the plan is also subject to change in concert with the current operating environment, resources, housing and homelessness outcomes, and unforeseen/random events.

It should also be noted, the implementation of many of the strategies in the 10 year housing and homelessness plan require partnerships and the involvement of other agencies, service providers, etc. Additionally, the plan’s strategies range in complexity



and resource requirements, from relatively simple strategies that can be carried out in the first couple of years with few resources, to complex ones that will take much longer and require extensive resources.

As per the 10 year plan, the DNSSAB's housing and homelessness objectives for the next 10 years – or until otherwise changed – are to improve housing stability and prevent homelessness in Nipissing District. Continuing to provide more affordable housing options along the housing continuum, and sustaining and expanding the current housing portfolio, are also areas of focus for the Board. Furthermore, to fulfill the plan's objectives, the Board will also need to raise awareness and public education, while taking a leadership role and working closely with community partners.

Specifically, the above can be broken down into the following six, overarching housing and homelessness strategic objectives:

- 1. Homelessness Prevention, Shelters and Diversion**
- 2. Improving Housing Stability**
- 3. Increasing Housing Affordability and Options along the Housing Continuum**
- 4. Sustaining and Expanding the Housing Portfolio**
- 5. Leadership, Integration, Coordination and Advocacy**
- 6. Awareness, Education, Information and Best Practices**

For each of the above strategic objectives there are four to seven strategies that require implementation in order to fulfill that objective. In total, the local 10 year plan is defined by 34 housing and homelessness strategies.

To continue, each strategy is associated with specific action items. The 10 year Housing and Homelessness Plan includes 109 action items and respective targets for implementing the strategies.

From a geographical perspective, most of the plan’s action items and targets are spread out across the various housing and homelessness strategies and are applicable to all the municipalities and areas in Nipissing District. The exceptions are those associated with the strategies for sustaining and expanding the housing portfolio as these are limited to the areas with social housing (North Bay, West Nipissing, Mattawa, and Temagami). Additionally, some of the housing and homelessness activities and targets are specific to the District’s urban centers while others are specific to the rural municipalities and areas.

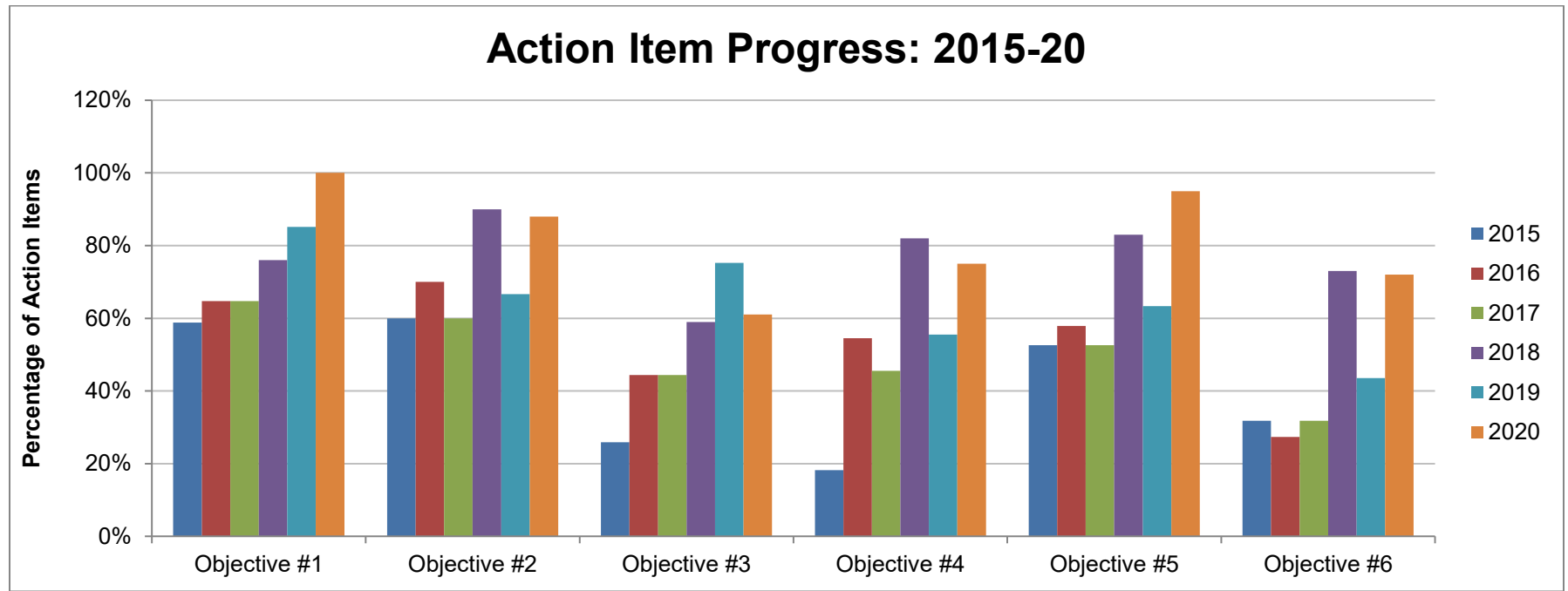
4.0 Implementation and Progress in 2020

4.1 Implementation and Progress Summary

Implementing the plan during its seventh year (2020) continued to require aligning provincial funding with a continued focus on strengthening and expanding relationships with community partners and stakeholders. Funding that was instrumental to achieving the targets of the plan in 2020 included: Social Housing Transfers, Affordable Housing Program (AHP), Investment in Affordable Housing Program (IAH), Social Infrastructure Funding (SIF), Community Homelessness Prevention Initiative (CHPI), Ontario Priorities Housing Initiative (OHPI), and the Canada-Ontario Community Housing Initiative (COCHI). Both the federal and provincial government have provided funding including Social Service Relief Fund (SSRF) and COVID 19 funding (Reaching Home) to support existing program and new initiatives during the pandemic. Additionally, projects undertaken by the Nipissing District Homelessness and Housing Partnership (NDHHP) – and funded through the federal Reaching Home Program – addressed many of the plan’s actions that pertained to addressing and preventing homelessness. There were also twelve programs funded through the Health Communities Fund (HCF) which supported the actions and targets set out in the 10 Year Housing and Homelessness Plan.

In 2020, 78% of the 109 action items were achieved or experienced progress towards their intended target. As the second year of reporting on the updated 10-Year Housing and Homelessness Plan, progress increased significantly compared to the first year. Figure 1 below displays the percentage of action items worked on in 2015, 2016, 2017, 2018, 2019 and 2020.

Figure 1- Action item progress from 2015 to 2020 by objective.



Geographically speaking, 94% of the action items worked on in 2020 had a District-wide scope. Therefore, only 6% of the action items were specific to certain municipalities/regions of the District. Any changes to any of the plan’s components will be communicated in future progress updates and through a report on the 5 Year Review process.

Finally, in terms of funding, the summary table below shows that in 2020, the Board invested \$7,841,630 in the plan’s strategies to prevent homelessness, improve housing stability, and increase housing affordability and options along the housing continuum in Nipissing District. The funding to achieve this progress came from a variety of municipal, provincial and federal sources. Table 1 below illustrates the Board’s investment in the plan by objective, amount and funding source.

Table 1- 2020 plan funding by objective, amount and funding source.

| Objective | Funding Amount (if applicable) | Source (if applicable) |
|--|--------------------------------|---|
| Homelessness Prevention, Shelters and Diversion | \$5,550,985 | CHPI (Provincial) OPHI (Provincial) RH(Federal) CCI (Federal) SCRS CRS PHB HCF |
| Improving Housing Stability | \$940,653 | HCF (Municipal) LHIN (Provincial) AHP/IAH/SIF OPHI |
| Increasing Housing Affordability and Options along the Housing Continuum | \$1,245,287 | OPHI (Provincial) AHP/IAH/SIF |
| Sustaining and Expanding the Housing Portfolio | \$27,195 | COCHI (Federal & Provincial) |
| Leadership, Integration, Coordination and Advocacy | \$0 | N/A |
| Awareness, Education, Information & Best Practices | \$77,537 | CCI |
| TOTAL | \$7,841,630 | |

NOTES:

HCF- Healthy Communities Fund (Municipal)

RH- Reaching Home (Federal)

CHPI- Community Homelessness Prevention Initiative (Provincial)

CHPI SSRF P1 – Social Services Relief Fund Phase 1 (Provincial)

CHPI SSRF P2 – Social Services Relief Fund Phase 2 (Provincial)

CHPI SSRF P 2 MH&A – Social Services Relief Fund Phase 2 Mental Health and Addiction (Provincial)

CRSP- Commercial Rent Supplement Program (Municipal & Federal)

ESDC- Employment and Social Development Canada (Federal)

LHIN- Local Health Intergraded Network (Provincial)

OPHI- Ontario Priorities Housing Initiative

COCHI-Canada-Ontario Community Housing Initiative

PHB – Portable Housing Program

CRS – Commercial Rent Supplement

IAH – Investment in Affordable Housing

Appendix A: Amended 10 Year Plan Based on 5 Year Review Process

Strategic Objective 1:

Homelessness Prevention, Shelters and Diversion

Strategy 1: Improve the homelessness prevention and shelter diversion system that will assist citizens in finding appropriate and sustainable housing in the shortest amount of time.

| Section | Actions | Overall Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---------------------------------------|---|---|--|---|--|
| 1.1.1. | Ensure sustainable funding for core homelessness services using funds from existing sources where available, and where necessary, identify new sources. | Annualized funding for core services. | Amount of funding for core homelessness services. | Yearly funding increases to core homelessness services. | Continued to provide stabilized funding. Advocated for funding for additional support for core homelessness services during COVID-19. Entered into longer term service agreements. | \$1,771,340 in CHPI funding allocated in 2020 \$6,241,869 additional Social Services Relief Funding allocated in 2020 related to the pandemic. \$219,153 in Reaching Home Funding allocated in the 2020/21 fiscal year Progress has been made | \$1,771,340 (CHPI) \$589,200 (SSRF P1) \$5,132,615 (SSRF P2) \$520,054 (SSRF P2 MH&A) See Reaching Home funding in Sections 1.1.5, 1.2.1, and 1.4.1. |

| Section | Actions | Overall Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|----------------------------|---|---|--|---|---|
| 1.1.2. | Establish a mobile housing help service for individuals/families who are homeless or at risk of losing their housing. | People at risk are housed. | Staff available to assist individuals/families who are homeless or at-risk of homelessness. | Full time staff available to assist individuals/families who are homeless or at-risk of homelessness. | <p>Continued to fund the Community Mobile Housing Support Program through the Crisis Centre North Bay (CCNB).</p> <p>Developed a new pilot project, Mobile Outreach Nurse Practitioner in partnership with the North Bay Nurse Practitioner-Led Clinic to provide access to primary care to people living in emergency shelters.</p> | <p>CCNB Community Mobile Housing Support Program assisted committees to assist households.</p> <p>The Mobile Outreach Nurse Practitioner Program is providing primary care to homeless individuals at shelter.</p> <p>Target has been met.</p> | <p>See section 1.1.1 (CHPI)</p> <p>See section 1.1.1 (SSRF P2 MH&A)</p> |

| Section | Actions | Overall Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|--|---|--|--|---|
| 1.1.3. | Provide resources to shelters and service providers to enable the provision of comprehensive services and to work with clients in order to coordinate services. | Individuals in shelters/ service providers are aware of, and can access, the services they need. | Number of resources for shelters and service providers to provide clients with comprehensive and coordinated services. | An increase in the number of resources for shelters and service providers offering with comprehensive and coordinated services. | <p>Provided funding to partner agencies for personal protection equipment, food, additional staff, and security for additional costs related to COVID-19</p> <p>Continued funding for Emergency Shelter and Overflow Services through CCNB.</p> <p>Continued funding for the Four Elms Shelter through CCNB.</p> | <p>19 agencies received funding for pandemic expenses and for services and supports. 297 households were assisted with food security and personal protective equipment.</p> <p>Provided overflow services with 24/7 support.</p> <p>Funding allowed for 24 hour emergency, intake and assessment, 24 hour staffing, safe/secure accommodations</p> | <p>See section 1.1.1 (SSRF)</p> <p>See section 1.1.1 (CHPI)</p> <p>See section 1.1.1 (CHPI)</p> |

| Section | Actions | Overall Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---------|------------------|----------|---------|--|--|----------------------------------|
| | | | | | <p>The DNSSAB's Homeless Prevention Navigator (HPN) began working from Low Income People Involvement (LIPI) and the CCNB one day a week.</p> <p>Provided Funding to The Gathering Place to support the Nipissing District Souper Supper program which consists of the healthy evening meals.</p> | <p>and shelter diversion and rapid re-housing options.</p> <p>HPN was able to meet with CHPI clients/applicants in a timely manner.</p> <p>Funding provided 35,000 meals to go for community members.</p> <p>Target has been met.</p> | <p>N/A</p> <p>\$30,000 (HCF)</p> |

| Section | Actions | Overall Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|--------------------|---------|------------------|----------|---------|--|--|----------------|
| 1.1.3 Continued | | | | | Provided the Salvation Army with funding to support their Reducing Household Poverty and Providing Household Stabilization. program. | Supported 15 households with emergency/ re-housing set up or stabilization. Target has been met. | \$10,000 (HCF) |

| Section | Actions | Overall Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|--|--|--|---|--|
| 1.1.4. | Ensure there is a wide range of supports and services to meet the needs of women and children fleeing violence. | Individuals fleeing violence receive appropriate supports. | Types of supports and services available to meet the needs of women and children fleeing violence. | Numerous supports and services are available to meet the needs of women and children fleeing violence. | <p>Provide women and children who are fleeing violence, with priority status on the centralized waiting list.</p> <p>Assist households fleeing violence with an application for Portable Housing Benefit.</p> <p>Continued to fund Empowering Paths through True Self DEB.</p> | <p>40 households, fleeing violence were given priority access to housing on the centralized waiting lists.</p> <p>PHB ended in April 2020 however 9 PHB applications submitted prior to transfer to COHB (2 submitted through that program)</p> <p>40 Women's Evening workshops were held.</p> <p>Target has been met.</p> | <p>N/A</p> <p>N/A</p> <p>\$ 30,000 (HCF)</p> |

| Section | Actions | Overall Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|---|--|---|--|---|
| 1.1.5. | Ensure service providers' hours of operation allow individuals and families who are at risk of homelessness and work during the day to access services and programs. | Individuals who work can access support services and programs. | Hours of operation for housing and homelessness services and programs to assist at-risk households who work during the day. | Housing and homelessness services and programs are available after hours to assist at-risk households who work during the day. | <p>Funded the LIPI DNSSAB Household Benefit.</p> <p>Funded the Homelessness Prevention Services through the LIPI</p> <p>Funded the Shelter Supports-Rehousing program through the Crisis Centre Bay</p> | <p>Provided financial assistance to stabilize 38 unique households experiencing homelessness or at risk of homelessness.</p> <p>Assisted 2031 unique households with housing services that prevent households at risk of homelessness to maintain housing.</p> <p>Assisted with supports for on average 30 individuals in overflow each month in 2020.</p> | <p>See section 1.1.1 (CHPI)</p> <p>See section 1.1.1 (CHPI)</p> <p>\$ 47,880.51 (Reaching Home)</p> |

| Section | Actions | Overall Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------------------|---------|------------------|----------|---------|--|---|-----------------|
| 1.1.5. Continued | | | | | North Bay. Provided funding for the Community Volunteer Income Tax Program through LIPI | 1699 individuals were assisted with filing income tax returns to ensure current assessments for OW, CTC, OTB, OAS etc. Target has been met. | \$ 10,000 (HCF) |

| Section | Actions | Overall Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|---|--|--|---|---------|
| 1.1.6. | <p>Accroître les services bilingues pour les femmes qui sont victimes de violence familiale et qui doivent accéder à des services autres que les abris de transition, par exemple le système juridique.</p> <p><i>Wide range of bilingual services for women who are victims of domestic violence and who are accessing services outside of transition shelters; for example, the legal system.</i></p> | Francophone women fleeing violence receive appropriate supports. | Number of services offered in French and English available to women who are victims of domestic violence. | Numerous bilingual services and supports are available for women who are victims of domestic violence. | All services funded through Provincial and/or Federal initiatives are required to be offered in French and English | <p>DNSSAB services are available in both French and English.</p> <p>Housing Access Services are provided in both official languages.</p> <p>Target has been met.</p> | N/A |

Strategy 2: Develop a ‘Coordinated Access’ approach to addressing homelessness in Nipissing District

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|---|--|---|--|------------------------|
| 1.2.1. | Develop a sub-committee from the Nipissing District Homelessness and Housing Partnership (NDHHP). | Community agencies are working together to achieve a Coordinated Access System. | Terms of reference to guide the Coordinated Access sub-committee of the NDHHP. | Regular meetings of the Coordinated Access sub-committee. | HIFIS 4 Implementation Committee has been formed as a sub-committee of the NDHHP. | The HIFIS 4.0 Implementation Committee is working together to launch HIFIS 4.0 as a tool to achieve Coordinated Access. Progress has been made. | \$ 77,537 (CCI) |
| 1.2.2. | Work within a Coordinated Access System to provide housing and homelessness supports and services to the repetitive homeless, youth, VDV, Indigenous and other priority populations. | Coordinated support services are available for the repetitive homeless, youth, VDV, Indigenous and other priority populations. | Coordinated services available to support the repetitive homeless, youth, VDV, Indigenous and other priority populations. | A coordinated inter-service case management processes is in place to support the repetitive homeless, youth, VDV, Indigenous and other priority populations. | Homelessness support agencies including: LIPI), CCNB, the North Bay Indigenous Friendship Centre (NBIFC) and DNSSAB Housing Programs have come together to form the HIFIS 4.0 Implementation committee. | The HIFIS 4.0 Implementation Committee will work towards launching HIFIS 4.0 as a tool to achieve Coordinated Access. Information will be collected and shared amongst homeless and at-risk of homelessness households for | See CCI funding above. |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|--|--|--|--|-------------------------------|
| | | | | | | <p>the purpose of assisting clients either their housing stabilization.</p> <p>Progress has been made.</p> | |
| 1.2.3. | <p>Work with community partners to ensure that a Coordinated Access approach includes the involvement of service providers who support homeless and at-risk of homeless individuals with securing and maintaining housing.</p> | <p>Clients are supported in a coordinated environment with the services they require to secure and maintain housing.</p> | <p>Number of community partners operating within the District's Coordinated Access System.</p> | <p>Wide range of service providers are working within a Coordinated Access approach to support homeless and at-risk of homeless individuals.</p> | <p>Homelessness support agencies including: LIPI, CCNB, the NBIFC and DNSSAB Housing Programs have come together to form the HIFIS 4.0 Implementation committee.</p> | <p>The HIFIS 4.0 Implementation Committee will work towards launching HIFIS 4.0 as a tool to achieve Coordinated Access. Information will be collected and shared amongst homeless and at-risk of homelessness households for the purpose of assisting clients either their housing stabilization.</p> <p>Progress has been made.</p> | <p>See CCI funding above.</p> |

Strategy 3: Establish an Emergency Homelessness and Housing Response Team.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|--|--|--|---|--------------------------|
| 1.3.1. | Create a group that will respond to emergency housing-loss situations. For example, housing ordered closed, or other non-natural events that result in people losing their homes. | People are housed immediately upon losing their housing. | The response to emergency housing loss situations. | A group of housing organizations works together to assist individuals and families in emergency housing loss situations. | The Crisis Management Response Team, a sub-committee of the NDHHP, continues to collaborate with community partners to assist community members in crisis. | The Crisis Management Response Team of the NDHHP responded to several crisis situations including: flooding, fire and condemned buildings. Target has been met. | N/A |
| 1.3.2. | Advocate for funding to provide program dollars to organizations who respond to crisis housing situations so those organizations can continue to offer services during operating hours. | Organizations who respond to crisis housing loss situations are able to respond quickly and effectively, while still maintaining their core services. | Funding for organizations who respond to crisis housing loss situations. | An increase in funding is allocated to organizations who respond to crisis housing loss situations. | Continued to fund LIPI Global Emergency Fund for people in crisis housing loss situations. | Households continued to be supported through the LIPI Global Emergency fund Progress has been made. | See section 1.1.1 (SSRF) |

Strategy 4: Find a solution to meeting the chronic requirements of individuals who are homeless, in both urban and rural settings.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|---|---|--|--|-----------------------------|
| 1.4.1. | Investigate the development of a new shelter that would provide 24/7 programs to help youth stay off the streets and address the cause of their homelessness. | Youth are offered programs and supports they need. | Number of shelter beds that provide 24/7 programs to help youth stay off the streets and address the cause of their homelessness. | An increase in shelter beds to provide 24/7 programs to help youth staff off the streets and address the cause of their homelessness. | Provided funding to the Future's Program at the CCNB to assist youth staying at Future's with additional emotional/ social supports to assist youth with reaching their goals. | Each month in 2020, the 10 residents of the Future's Program were assisted and supported to reach their goals. | \$57,329.80 (Reaching Home) |
| | | | | | Provided funding to LIPI for the Recreation and Community Engagement Fund | 568 low income families were supported with school supplies, youth games, bikes, etc. | \$30,000 (HCF) |
| | | | | | Provided funding to the CCNB for the Future's Residence-Food | Youths were provided with food security training including: | \$21,923 (HCF) |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|---|--|--|--|--|
| | | | | | Security Program | lessons on creating a food budget, meal planning, meal preparation, and the safe food handling certificate. Target has been met. | |
| 1.4.2. | Create additional shelter beds for males. | Shelter beds are available for males. | Number of shelter beds for males. | An increase in the number of shelter beds for males. | Opened Gateway House Low Barrier Shelter to provide additional emergency shelter beds for all demographics in response to COVID 19 pandemic. | Added an additional 21 low barrier shelter beds. Target had been met. | \$ 30,000 (HCF) See section (SSRF P1) |
| 1.4.3. | Create additional shelter spaces for citizens who are not experiencing abuse. | Shelter spaces are available for citizens who are homeless and not experiencing | Number of shelter beds for citizens who are not experiencing abuse. | An increase in the number of shelter beds for citizens who are not experiencing abuse. | Opened a new low barrier shelter, the Gate Way House in April 2020 to meet the demand for | Increased the number of shelter beds by 21. | See section 1.1.1. (SSRF) |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|---|--|---|---|---------------------------|
| | | abuse. | | | emergency shelter during the pandemic. | Target had been met. | |
| 1.4.4. | Investigate options to increase funding to meet housing, transportation and daily living needs. | People have funding to access appropriate housing. | Funding for programs and services for housing, transportation and daily living needs. | An increase in funding to meet housing, transportation and daily living needs. | Provided funding to housing service provider to cover the cost of food, personal protective equipment, transportation, etc. | 19 agencies received funding for pandemic expenses and for services and supports. 297 households were assisted with food security and personal protective equipment. Target has been met. | See section 1.1.1. (SSRF) |

Strategy 5: Community partners and agencies advocate for those who are at risk of becoming homeless and those who are homeless.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|-----------------|--|---|--|---|--|--|-------------------------------------|
| 1.5.1. | Community agencies advocate for homeless/at-risk of homelessness individuals and/or families in the District, including the need for accessible and supportive/supported housing. | The needs of homeless and at-risk of homelessness individuals and families are known in the District. | Service agreements state that community agencies must agree to be advocates for homeless and at-risk of homelessness individuals and families. | All new homelessness related service agreements signed with the DNSSAB ensure that community agencies are advocates for individuals/families who are homeless or at-risk of homelessness. | Provided funding for the ID Clinic through the CCNB. | 89 individuals accessed services and were assisted with applying for essential identification. Target had been met. | \$ 29,995 (HCF) |
| 1.5.1 Continued | | | | | CHPI contracted service providers such as LIPI and CCNB to work as advocates in the community to support households who are homeless or at-risk of homelessness. | Community agencies work closely with landlords and other community agencies to make referrals and support clients with housing stabilization. Target had been met. | See section: 1.1.2, 1.1.3, & 1.1.5. |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|---|---|---|---|-------------------------------------|
| 1.5.2. | Homelessness support providers and housing support agencies develop linkages with mental health agencies. | Improved partnerships between homelessness support providers, mental health agencies and housing support agencies. | Linkages between housing/homelessness support providers and mental health agencies. | Partnerships are developed between housing/homelessness support providers and mental health agencies. | <p>Provided rent subsidy through the Strong Communities Rent Supplement Program (SCRSP) in partnership with the Canadian Mental Health Association of Nipissing.</p> <p>Collaboration occurs amongst agencies who sit at the NDHHP table.</p> | <p>Subsidized 49 household units with CMHA in 2019.</p> <p>NDHHP agencies are working closely together to support client needs.</p> | <p>See Section 3.3.1</p> <p>N/A</p> |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------------------|---------|----------|----------|---------|--|---|---------|
| 1.5.2. Continued | | | | | The DNSSAB's Homelessness Prevention Navigator (HPN) attends HUB meetings where agencies work together to stabilize crisis situations. | By attending HUB meetings on a regular basis, the HPN is able to liaison with a variety of service providers and provide urgent responses to CHPI applications for client cases, which are brought to the HUB. Target has been met. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|--|--|---|--|-----------------------|
| 1.5.3. | Homelessness support providers develop linkages with landlords. | Improved partnerships between homelessness support providers and landlords. | Linkages between homelessness support providers and landlords. | Partnerships are developed between homelessness support providers and landlords. | <p>Representative from the Near North Landlord Association continued to attend regular NDHHP meetings to speak to and hear from social services agencies.</p> <p>Reaching Home and CHPI funded – program administrators continue to work closely with landlords to maintain and secure housing for clients.</p> | <p>An increase in open communication and understanding between the Landlord Association and social services agencies.</p> <p>CHPI and Reaching Home funded agencies are reporting increased dialogue and communication with landlords in the community.</p> <p>Target has been met.</p> | <p>N/A</p> <p>N/A</p> |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|---|---|---|---|---------|
| 1.5.4. | Homelessness support providers develop linkages with housing support agencies. | Improved partnerships between homelessness support providers and housing support agencies. | Linkages between homelessness support providers and housing support agencies. | Partnerships are developed between homelessness support providers and housing support agencies. | <p>The DNSSAB-Housing Operations department (formerly Nipissing District Housing Corporation) regularly attends NDHHP meetings and works closely with housing and homelessness support services.</p> <p>The Homeless Prevention Navigators attend HUB meetings on a weekly basis.</p> | <p>Partnerships are developed between homelessness support providers and housing support agencies.</p> <p>Target has been met.</p> | N/A |

Strategic Objective 2: Improving Housing Stability

Strategy 1: Develop a Housing Eviction Prevention Program.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|------------------------|-------------------------------|---|--|--|--|
| 2.1.1. | Create a Housing Eviction Prevention Program. | Tenants remain housed. | Number of households evicted. | Decrease in the number of households evicted. | DNSSAB's Homeless Prevention Navigators and LIPI-Nipissing staff administered CHPI household benefits to prevent eligible applicants from eviction. Funded the Homeless Prevention Services through LIPI. | In 2020, \$401,497 in CHPI household benefits were administered to assist residents with rental arrears. Assisted 38 households with housing services to prevent homelessness. Target has been met. | See Section 1.1.5. for homelessness prevention services. See Section 1.1.5. for homelessness prevention services. |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|--|---|---|---|--------------------|
| 2.1.2. | Create linkages to housing support services and programs, and crisis management for landlords. | Fewer tenants are evicted because they receive appropriate supports. | Number of households diverted from eviction. | Increase the number of households diverted from eviction. | Continued to fund the Community Mobile Housing Support Services through CCNB. | Assisted households with housing services that assist clients with securing housing. Target has been met. | See section 1.1.2. |
| 2.1.3. | Support housing eviction programs and services that provide education and awareness to individuals and households on the importance of being good tenants. | Tenants are educated on their roles and responsibilities as tenants. | Funding for eviction prevention programs and services. | An increase in funding for eviction prevention programs and services. | Provided funding to the CCNB to provide clients with the Rent Smart Program | 29 individuals were provided with Rent Smart training on the importance of being responsible tenants. Progress has been made. | \$12,736 (HCF) |

Strategy 2: Community housing workers are available to provide advocacy and support services to tenants and/or homeowners.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|---|---|--|--|---|
| 2.2.1. | Advocate for increased funding, supports and services for people to remain housed. | Tenants and homeowners have appropriate supports services to stay in their home. | Funding for services to prevent homelessness. | An increase in funding to prevent homelessness. | Continued to fund the Community Mobile Housing Support Services through CCNB. Continued to fund the Homeless Prevention Services through LIPI. Continued to fund the Essential Health Fund through LIPI. | Assisted 526 unique households with housing services that assist clients with securing housing. Provided 58 unique households with services to maintain housing. Provided financial support for health related items for 339 low income citizens. Target has been met. | See Section 1.1.2. (CHPI) See section 1.1.5. (CHPI) \$ 30,000 (HCF) |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|--|---|--|--|---------|
| 2.2.2. | Establish a community development worker position to support tenants in social/affordable housing. | Tenants in social/affordable housing receive the necessary supports. | Supports for tenants in social/affordable housing. | A variety of supports for tenants in social/affordable housing. | A full time Tennant Retention Officer at the DNSSAB Housing Operations department (NDHC) continues to support tenants. | Tenants residing in DNSSAB-NDHC units are supported to retain their housing. Progress has been made. | N/A |

Strategy 3: Consistent and coordinated discharge planning from hospital, detox, addiction, mental health, and youth and adult correctional facilities.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|---|---|---|---|---------|
| 2.3.1. | Work with community partners to create discharge plans that include services and programs available in the District. | Successful housing placement for individuals discharged from correctional facilities or hospitals. | Number of individuals discharged to homelessness. | A decrease in the number of individuals discharged to homelessness. | The North Bay Jail is actively involved in the NDHHP. | Increased dialogue between the North Bay Jail and housing and homelessness service providers. Progress has been made. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|---|---|---|---|---------|
| 2.3.2. | Ensure that individuals discharged from institutions receive housing supports and services once they are housed in the District. | Individuals discharged from institutions are able to remain housed with appropriate services and supports. | Number of individuals discharged from institutions experiencing homelessness. | A decrease in chronic and episodic homelessness for individuals discharged from institutions. | The North Bay Jail is actively involved in the NDHHP. | Increased dialogue between the North Bay Jail and housing and homelessness service providers. Progress has been made. | N/A |

Strategy 4: Develop Rural Outreach and Transportation Services to support housing retention in rural communities

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|---|---|----------------------|------------------|---------|
| 2.4.1. | Advocate for the need of reliable transportation as a measure of housing stability and retention. | Government understands the transportation needs of rural/Northern communities. | Funding for rural/Northern communities to meet the transportation needs of residents. | Reliable transportation for rural citizens of Nipissing District. | N/A | N/A | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|---|---|----------------------|------------------|---------|
| 2.4.2. | Create partnerships to assist individuals and/or families to access the services they need to remain housed; including grocery shopping, support services, etc., in communities where there is no or limited public transportation. | Individuals and/or families can remain in their own homes with supports. | Services to assist rural individuals/families to remain housed. | A wide variety of services to assist rural individuals and families to remain housed. | N/A | N/A | N/A |

Strategy 5: Improve senior citizen’s ability to Age in Place.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|---|--|--|---|---|
| 2.5.1. | Community services funding for seniors to purchase medical equipment and complete accessibility renovations. | Seniors remain in their own homes with appropriate adaptive equipment. | Funding for medical equipment and home renovations. | An increase in funding for medical equipment and home renovations. | <p>Continue to assist eligible citizens through the Ontario Renovates Program.</p> <p>Continue to fund the Essential Health Fund through LIPI.</p> <p>Funded the Emergency Dental Assistance Fund through LIPI</p> | <p>One project was funded in 2020 through Ontario Renovates.</p> <p>Provided financial support for health related items for 339 low income citizens.</p> <p>13 individuals received financial assistance to address a dental emergency.</p> | <p>\$62,400 (IAH)</p> <p>See Section 2.2.1.</p> <p>\$30,256 (HCF)</p> |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------------------|---|--|--|--|---|---|--------------------|
| 2.5.1. Continued | | | | | Funded the Denture Assistance Fund through LIPI. | 13 individuals received financial support to assist with purchasing dentures. Progress has been made. | \$30,000 (HCF) |
| 2.5.2. | Advocate for grants to maintain/ retrofit homes for seniors. | Seniors can access grants to retrofit or maintain housing. | Funding for seniors to maintain and retrofits their homes. | An increase in funding for seniors to maintain and retrofit their homes. | Two households were added to Ontario Renovates in 2020 however they had to discontinue (death and sale of house). | Two projects were initiated in 2020 through Ontario Renovates however they were discontinued. Target requires progress. | See section 2.5.1. |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|---|--|--|--|--------------------|
| 2.5.3. | Increase supported housing to assist seniors to be able to remain in their own homes. | Senior citizens can remain in their own home. | Number of supported housing services for seniors. | An increase in supported housing services to assist seniors with aging in place. | No new Ontario Renovates applicants in 2020. | No new Ontario Renovates projects in 2020. Target requires progress. | See section 2.5.1. |
| 2.5.4. | Increase supported/supportive housing options for seniors in South Algonquin. | Seniors receive the supports they need to remain in their home community. | Number of supported/supportive housing services for seniors in South Algonquin. | An increase in supported housing services to assist seniors in South Algonquin. | No new Ontario Renovates applicants in 2020. | No new Ontario Renovates projects in 2020. Target requires progress. | See section 2.5.1. |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|--|---|--|--|--------------------|
| 2.5.5. | Advocate for ongoing management and support to maintain the housing of older adults living with mental illness in the District. | Older adults with a mental illness can remain in the community. | Services and support to assist older adults with mental illness. | An increase in services to support the housing retention of older adults living in the community with mental illness. | Continued the Community Paramedicine Program | Improved access to primary healthcare reduced non-urgent 911 calls, and preventative healthcare and education to patients. Progress has been made. | See section 2.5.7. |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|--|--|---|--|--|
| 2.5.6. | Advocate and expand funding for health support services to support seniors in their home setting. | Adult patients receive health supports to remain in their own homes. | Types of health services to support seniors in their home setting. | An increase in the amount of health services to support seniors in their home setting. | Continued the Community Paramedicine Program Developed a new pilot project, Mobile Outreach Nurse Practitioner in partnership with the North Bay Nurse Practitioner-Led Clinic to provide access to primary care to vulnerable population including seniors. | Adults are supported through home visits, wellness clinics, and referrals. Seniors in social and supportive housing and other locations across the Nipissing District receive better access to primary care including medical assessments, referrals, and follow up care. Progress has been made. | See section 2.5.7. \$193,167 (SSRF P2 MH&A) |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|--|---|--|--|------------------|
| 2.5.7. | Investigate the use of para-medicine as an aid for referrals. | Seniors receive information for health supports to remain in their own homes or be appropriately housed. | Referrals from para-medicine interactions. | An increase in the amount of referrals from seniors who interact with para-medicine services. | Continued the Community Paramedicine Program | Seniors continued to receive support through the Paramedicine Program Target has been met. | \$137,000 (LHIN) |

Strategy 6: Ensure that citizens have adequate, affordable and suitable housing

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|---|--|---|---|---------|
| 2.6.1. | Advocate for increased funding for home renovation/retrofit programs. | Homes in Nipissing District are in an adequate state of repair. | Number of Ontario Renovates funding recipients. | An increase in the number of Ontario Renovates funding recipients. | Continue to advocate for increased funding for the Ontario Renovates Program and a reduced wait list. | The DNSSAB continues to advocate for funding to address housing needs across the housing continuum. Progress has been made. | N/A |

Strategic Objective 3: Increasing Housing Affordability and Options Along the Housing Continuum

Strategy 1: Assist qualified homeowners to create secondary suites in their homes as a means of increasing the supply of affordable rental housing where permitted through Official Plans.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|--|---|----------------------|---|---------|
| 3.1.1. | Assist homeowner applicants with funding to create secondary suites, where appropriately permitted through municipal official plans and planning approvals. | The supply of affordable rental housing is increased. | Number of households that have accessed secondary suite incentives. | An increase in the number of households that access incentives that support the creation of legal secondary suites. | N/A | N/A Target requires progress. | N/A |
| 3.1.2. | Advocate for municipalities to create policies/documents to develop, monitor, measure and evaluate secondary suites. | The supply of suitable and adequate rental housing is increased. | Number of municipal policies/documents relating to secondary suites. | An increase in municipal polices/documents relating to secondary suites. | N/A | N/A Target requires progress. | N/A |

Strategy 2: Explore opportunities to expand rental subsidy programs

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|---|--|---|--|---|--------------------------|
| 3.2.1. | Advocate for increased funding for rent subsidy programs. | An increase in affordable rental housing. | Number of rental subsidies recipients. | An increase in the number of rental subsidy recipients. | Utilize available OPHI funding to secure rental subsidies for clients who have a financial /housing need. This program assists with affordability while households wait for an RGI unit. | An average of 12 clients per month received housing allowance. Target has been met. | \$30,000 (OPHI) |
| 3.2.2. | Create additional rent subsidies to address the shortage of rental housing in municipalities without social housing. | An increase in affordable housing options in the district's rural municipalities and areas. | Number of rent subsidies in municipalities without social housing. | An increase in the number of rent subsidies in municipalities that don't have social housing. | (Need updated details from Michael.) | (Need updated details from Michael.) Progress has been made. | \$ 22,006.05 (Municipal) |

Strategy 3: Aligning various funding sources with the Strategic Objectives of the 10-Year Housing and Homelessness Plan.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|---|---|---|---|--------------------------|
| 3.3.1. | Maximize funding opportunities that align with the strategic objectives of this plan. | Funding is aligned with the strategic objectives. | Progress made on strategic objectives of the plan. | An increase in the amount of progress made to address the strategic objectives of the plan. | The 10-Year Housing and Homelessness Plan as well as the 5-Year Review of the 10-Year Housing and Homelessness Plan are driving most of investment decisions that the DNSSAB makes. | The DNSSAB's overall investment in strategies related to the 10-Year Housing and Homelessness Plan was approximately \$7,841,630 in 2020 Target has been met. | See Table 1-2020 Funding |
| 3.3.2. | Advocate for increasing the investment of the Affordable Housing Reserve Fund. | The Affordable Housing Reserve fund will increase. | Amount of money in the Affordable Housing Reserve Fund. | An increase in the amount of money in the Affordable Housing Reserve Fund. | N/A | N/A Target requires progress. | N/A |

Strategy 4: Leverage resources in order to maximize affordable housing options along the continuum

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|---|---|---|--|---|---------------------|
| 3.4.1. | Increase opportunities for affordable homeownership. | Maximize homeownership opportunities for low income families. | Number of households assisted with homeownership. | An increase in the number of households assisted with homeownership. | Advocated for more OPHI funding to increase number of applicants assisted. | Assisted 8 families with purchasing a home through the Homeownership Program Target has been met. | \$??? (OPHI) |
| 3.4.2. | Advocate for funding and legislation that addresses health hazards in the private market housing stock, and ensures that households have access to housing that is acceptable, safe, and affordable. | Citizens are able to remain housed because their accommodations are acceptable, safe, and affordable. | Number of households homeless or at-risk of homelessness due to health hazards. | A decrease in the number of households homeless or at-risk of homelessness due to health hazards. | N/A | N/A Target requires progress. | N/A |

Strategy 5: Increase the supply of affordable rental housing.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|--|--|--|--|--------------------|
| 3.5.1. | Advocate for increased funding for the creation of additional affordable housing units. | Funding to create affordable housing. | Amount of funding for affordable housing developments. | An increase in the amount of funding for affordable housing units. | Advocated for funding and launched the construction of a new transitional housing project in North Bay for all households. | Obtained funding and launched the construction of Gateway House Phase I, adding 16 transitional housing units in North Bay. Target has been met. | \$1,751,704 |
| 3.5.2. | Increase the supply of housing for singles. | Singles can find affordable housing units. | Number of affordable housing units for singles. | An increase in the number of affordable housing units for singles. | Advocated for funding and launched the construction of a new transitional housing project in North Bay for all households including singles. | Obtained funding and launched the construction of Gateway House Phase I, adding 16 transitional housing units in North Bay. Target has been met. | See section 3.5.1. |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|---|---|--|---|--|--------------------|
| 3.5.3. | Increase the supply of accessible housing, for singles other than senior citizens. | Non-seniors can find accessible housing. | Number of accessible housing units for non-seniors. | An increase in the number of accessible housing units for non-seniors. | Advocated for funding and launched the construction of a new transitional housing project in North Bay for all households including non-senior singles. | Obtained funding and launched the construction of Gateway House Phase I, adding 16 transitional housing units in North Bay. Target has been met. | See section 3.5.1. |
| 3.5.4. | Address the need for more two-bedroom units for low-income individuals/families and seniors. Should be 1BR?? | Two-bedroom rental supply is sufficient to meet demand. | Number of affordable two-bedroom units. | An increase in the number of affordable two-bedroom units. | N/A | N/A | N/A |
| 3.5.5. | Increase the supply of housing for senior citizens. | Seniors can find affordable housing. | Number of affordable housing units for seniors. | An increase in the number of affordable housing units for seniors. | N/A | N/A | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|---|--|----------------------|------------------|---------|
| 3.5.6. | Advocate for a first right of refusal to DNSSAB on all surplus government buildings and land, provided it is used for affordable housing purposes. | Surplus land and buildings can be repurposed for affordable housing. | Number of citizens housed in surplus government buildings and land. | An increase in the number of people housed in surplus government buildings and land. | N/A | N/A | N/A |
| 3.5.7. | Investigate the impact that building and zoning regulations have on the creation of affordable housing supply in Nipissing District. | Municipal building and zoning regulations support the development of affordable housing options along the Continuum. | Number of collaboration opportunities with municipalities in Nipissing District to support the development of affordable housing. | An increase in the number of collaborations with municipalities in Nipissing District, to support the development of affordable housing. | N/A | N/A | N/A |

Strategy 6: Increase the supply of transitional/ second stage housing.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|---|--|---|--|--------------------|
| 3.6.1. | Advocate for funding to increase the transitional housing supply. | Funding to create transitional housing. | Number of transitional housing beds. | An increase in the number of transitional housing beds. | Advocated for additional funding for the development of a transitional housing project in North Bay | Obtained funding and launched the construction of Gateway House Phase I, adding 16 transitional housing units in North Bay. Target has been met. | See section 3.5.1. |
| 3.6.2. | Increase transitional housing for victims of domestic violence outside North Bay. | Transitional housing is available for victims of domestic violence, outside North Bay. | Number of transitional housing beds outside of North Bay, for victims of domestic violence. | An increase in the number of transitional housing beds outside of North Bay, for victims of domestic violence. | N/A | N/A | N/A |
| 3.6.3. | Investigate the creation of youth transitional housing in Sturgeon Falls. | Transitional housing for youth is available in Sturgeon Falls. | Number of transitional housing beds for youth in Sturgeon Falls. | An increase in the number of transitional housing beds for youth in Sturgeon Falls. | N/A | N/A | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|--|---|--|--|--------------------|
| 3.6.4. | Advocate for funding to create transitional housing for individuals with addiction. | Individuals with addiction are supported with transitional housing. | Number of transitional housing beds for individuals with addictions. | An increase in the number of transitional housing beds for individuals with addictions. | Advocated for additional funding for the development of a transitional housing project in North Bay. | Obtained funding and launched the construction of Gateway House Phase I, adding 16 transitional housing units in North Bay. Target has been met. | See section 3.5.1. |

Strategy 7: Increase the supply of supported/supportive housing.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|---------------------------------------|---|--|--|--|--------------------|
| 3.7.1. | Advocate for funding for new and existing units to include support services. | Tenants receive appropriate supports. | Number of supported/supportive housing units. | An increase in the number of supported/supportive housing units. | Advocated for additional funding for the development of a transitional housing project in North Bay, which include support services. | Obtained funding and launched the construction of Gateway House Phase I, adding 16 transitional housing units in North Bay. Target has been met. | See section 3.5.1. |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|---|--|---|---|-------------------------------------|
| 3.7.2. | Advocate for funding to support the delivery of supports for seniors and persons with disabilities in new and existing units. | Adequate supports are available for the housing supply. | Number of supported social/affordable housing units for seniors. | An increase in the number of supported social/affordable housing units for seniors. | N/A | N/A | N/A |
| 3.7.3. | Advocate for increased funding for housing with support services for individuals experiencing mental health and addictions. | Individuals with mental health and addictions have housing with supports in place. | Number of housing with support units for individuals experiencing mental health and addictions. | An increase in the number of housing with support units for individuals experiencing mental health and addictions. | <p>Advocated for additional funding for the development of a transitional housing project in North Bay.</p> <p>Advocated for support for vulnerable population at shelters, social and supportive housing, and other locations for better access to</p> | <p>Continued to advocate for transitional housing for singles with on-site support services to all levels of government.</p> <p>Launched the Mobile Outreach Nurse Practitioner service that will give vulnerable population primary care including mental health</p> | <p>N/A</p> <p>See section 2.5.6</p> |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|--|---|--|--|--------------------|
| | | | | | primary care. | and addiction support, medical assessment, referrals and follow-up care. Target has been met. | |
| 3.7.4. | Explore opportunities to increase the supply of congregate living and group homes. | Increased supply of congregate living and group homes. | Number of congregate living and group home accommodations. | An increase in the number of congregate living and group home accommodations. | Advocated for additional funding for the development of a transitional housing project in North Bay. | Obtained funding and launched the construction of Gateway House Phase I, adding 16 transitional housing units in North Bay. Target has been met. | See section 3.5.1. |

Strategic Objective 4: Sustaining and Expanding the Housing Portfolio

Strategy 1: Renew and/or redevelop social housing assets.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|---|---|--|---|-------------------|
| 4.1.1. | Ensure that housing providers are accessing Asset Management resources and tools for the development of Asset Management Plans. | A plan that will guide decisions regarding asset renewal/ redevelopment in the social housing portfolio. | Number of housing providers utilizing housing management resources and tools. | An increase in the number of providers utilizing housing management resources and tools. | Ongoing discussions with housing providers on the topics of asset management planning and capital planning. | During operational reviews, housing providers and given information on asset management tools. Progress has been made. | N/A |
| 4.1.2. | Advocate for increased funding for social housing repairs and renovations. | Social housing buildings are in an adequate state of repair. | Funding for social housing repairs and renovations. | An increase in the amount of funding allocated to complete repairs and renovations to social housing. | Social housing providers were allocated funding for the purpose of renovations and repairs to their social housing projects. | 6 different housing providers were allocated funding for a variety of repairs and renovations including (20 units at Native People of Nipissing and | \$ 72,852 (COCHI) |

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | 50 units at Nipissing District Housing Corporation). | |
| | | | | | | Progress has been made. | |

Strategy 2: Review the social housing portfolio.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|---|---|---|---|---|---------|
| 4.2.1. | Ensure operational efficiencies throughout the social housing portfolio. | Social housing providers are operating efficiently. | Number of operational/targeted reviews conducted. | Operational/targeted reviews are being conducted on a consistent basis. | In 2020, operational reviews did not take place due to the COVID 19 restrictions and extended period of lockdown. | N/A Target requires progress. | N/A |

| | | | | | | | |
|--------|--|---|---|---|--|-----|-----|
| 4.2.2. | Review applicable data to ensure that existing and future housing units match the demographic and socio-economic characteristics of the District. | Current and future social housing will match the demographic and socio-economic characteristics of the client population. | The location, size, type, and cost of residing in social housing. | A social housing portfolio that matches the demographic and socio-economic needs of the District. | N/A I'm surprised that there has not been any analysis done. Maybe Dave Plumstead could comment on analysis done. | N/A | N/A |
|--------|--|---|---|---|--|-----|-----|

Strategy 3: Maintain Nipissing's service level standards in social housing.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|------------------------------|--|---|---|---------|
| 4.3.1. | Ensure consistent planning is occurring around end of operating agreements to ensure service level standards are being met. | Social housing providers are able to sustain their organization after operating agreements have expired. | End of operating agreements. | An increase in consistent planning around end of operating agreements. | Housing Administrators engaged with housing providers who are approaching the end of their operating agreement. | Consistent/open communication was maintained with the West Nipissing Non-Profit Housing Corporations whose Municipal Non-Profit project is set to expire. Progress has been made. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|--------------------------|--|---|---|---------|
| 4.3.2. | Research and develop options for the maintenance of service level standards, after operating agreements with housing service providers end. | Service levels in social housing are maintained. | Service level standards. | An increase in the quality of service level standards after end of operating agreements. | The DNSSAB engaged with the Ministry of Municipal Affairs and Housing (MMAH) to ensure that service level standards are discussed. This included expiring projects. | West Nipissing Non-profit Housing Corporation (WNNPHC) Municipal Non-Profit units were included in the in services level standards Action Plan. Progress has been made. | N/A |
| 4.3.3. | Research and develop options for the maintenance of service level standards to assist housing providers with financial plans after operating agreements expire. | A plan is in place to assist providers as their operating agreements end. | Financial plans. | An increase in the quality of financial planning after operating agreements expire. | DNSSAB Housing Administrators spoke with housing providers and identified that Municipal Non-Profit providers were having possible end of operating agreement concerns. | Housing Administrators completed forecasting for the end of operating agreement for MNP providers. Progress has been made. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|--------------|---|--|---|---------|
| 4.3.4. | Investigate changes to the current RGI system. | More stable and predictable revenue for housing service providers. | RGI funding. | An increase in funding for RGI housing service providers. | <p>In 2019, upcoming changes to the RGI system were announced by the MMAH.</p> <p>The Ministry allowed SM's to choose their implementation date for initiating specific changes.</p> | <p>The DNSSAB began planning for full RGI changes implementation in 2021. Communications were sent to inform housing providers and Centralized Waitlist applicants of the changes at the beginning of 2020.</p> <p>Progress has been made.</p> | N/A |

Strategy 4: Create opportunities to facilitate new housing projects.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|---|--|---|---|--|------------------|
| 4.4.1. | Leverage opportunities, for the purpose of developing/facilitating, owning and/or managing new housing projects. | A housing development corporation which facilitates the creation of new affordable housing opportunities. | Number of housing projects. | An increase in the number of housing projects. | Proposed the development of 16 new transitional housing units, Gateway Phase I. Proposed the development of 20 new transitional housing units, Gateway Phase II. | Obtained funding and launched the construction of Gateway House Phase I, adding 16 transitional housing units in North Bay. Target has been met. | \$355,320 (OPHI) |
| 4.4.2. | Investigate the creation of additional seniors housing in Temagami. | The housing supply in Temagami meets the needs of senior citizens. | Number of seniors housing units in Temagami. | An increase in the number of seniors housing units in Temagami. | N/A | N/A Target requires progress. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|---|---|--|---|------------------------------------|
| 4.4.3. | Investigate the creation of additional seniors housing in Mattawa. | The housing supply in Mattawa meets the needs of senior citizens. | Number of seniors housing units in Mattawa. | An increase in the number of seniors housing units in Mattawa. | Whispering Pines Native Non-Profit Homes created new seniors housing. | Project consisted of 10 new affordable housing units for seniors. Progress has been made. | Funded through OAH, not the DNSSAB |
| 4.4.4. | Investigate the creation of additional units to meet changing demographic and socio-economic needs. | Acceptable housing is available. | Number of affordable housing units. | An increase in the number of affordable housing units to meet the demographic and socio-economic needs of the District. | Proposed the development of 20 new transitional housing units, Gateway Phase II. | Continued to advocate for transitional housing for singles with on-site support services to all levels of government. Progress has been made. | N/A |

Strategic Objective 5: Leadership, Integration, Coordination and Advocacy

Strategy 1: Ensure the 10 Year Housing and Homelessness Plan is implemented.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|----------------------------------|---|---|--|---------|
| 5.1.1. | Develop a communication strategy for the 10 Year Housing and Homelessness Plan. | DNSSAB stakeholders (as defined in the DNSSAB Strategic Plan 2014) are aware of the plan. | Communication with stakeholders. | An increase in the type and quality of communication with stakeholders. | The annual update to the 10 year plan is shared with stakeholders and on the DNSSAB website. | The annual update to the 10 year plan is available for review. Target has been met. | N/A |
| 5.1.2. | Ensure that new housing programs and opportunities are linked back to the Plan, and support the Strategic Objectives of The Plan. | Annual work plans are developed with input from community partners and endorsed by DNSSAB. | Number of target met. | An increase in the number of targets met. | The Board Members, management, and staff at the DNSSAB reflect upon the strategic objectives of the plan when making recommendations or decisions around housing programs and services. | 50% of targets have been met. 28% of action items have made progress toward the target. Progress has been made. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|------------------------|---|---|---|---------|
| 5.1.3. | Report on annual progress of the 10 Year Housing and Homelessness Plan. | DNSSAB, stakeholders are informed of the progress in meeting the targets and objectives of the 10 Year Housing and Homelessness Plan. | Reporting on the plan. | Reporting to community partners on an annual basis. | The DNSSAB successfully completed the 2019 Annual Review of the 10-Year Housing and Homelessness Plan but plan was not submitted to the Ministry. | The annual updates and 5-Year Review of the 10-Year Housing and Homelessness Plan are posted on the DNSSAB website. Target requires progress. | N/A |

Strategy 2: Strengthen the partnership between Housing Access Nipissing non-profit housing providers, and service providers.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|--------------------------|--|--|---|---------|
| 5.2.1. | Identify common areas of concern and opportunities. | Increased housing opportunities and collaboration. | Amount of communication. | An increase in communication between Housing Access Nipissing, housing providers, and service providers. | The DNSSAB Housing Programs department oversaw the ongoing integration of the Nipissing District Housing Registry which started in 2019. | Now under one roof, Housing Access Nipissing Programs are able to work together collaboratively. Target has been met. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|--------------------------|--|---|--|---------|
| 5.2.2. | Increase communication between Housing Access Nipissing and the Nipissing District Homelessness and Housing Partnership members. | The NDHR Inc. and the NDHHP are working collaboratively. | Amount of communication. | An increase in communication between Housing Access Nipissing and NDHHP service providers. | Housing Access Nipissing staff members of the DNSSAB, attend NDHHP regularly and report on changes to programs structure, eligibility, and respond to inquiries from service providers. | NDHHP service providers receive timely and accurate information regarding Housing Access Nipissing Programs. During NDHHP meetings open dialogue occurs which provides Housing Access Nipissing staff with insight into community stakeholder situations. Target has been met. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|--------------------------------------|--|---|--|---------|
| 5.2.3. | Work with community partners to ensure that service providers are familiar with the Housing Access Nipissing Program and have the tools and resources required to support their clients with eligibility and document requirements needed to access housing supports and services. | Clients are supported and understanding housing and homelessness supports and services. | Interactions with service providers. | Service providers are provided with information and resources to support their clients with eligibility and application processes. | Housing Access Nipissing staff members of the DNSSAB, attend NDHHP regularly and report on changes to programs structure, eligibility, and respond to inquiries from service providers. | NDHHP service providers receive timely and accurate information regarding Housing Access Nipissing Programs. During NDHHP meetings, open dialogue occurs which provides Housing Access Nipissing staff with insight into community stakeholder situations and the opportunity to ask questions. Target has been met. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|----------------------|--|--|---|---------|
| 5.2.4. | Work with community partners to ensure that households awaiting housing on the Centralized Waiting List are provided with referrals to community supports to assist them with their housing situation. | Applicants on the Centralized Waiting List are provided with referrals to support their needs. | Number of referrals. | An increase in the number of referrals for individuals and households on the Centralized Waiting List. | Housing Access Nipissing staff provides clients with referrals and information about other programs and services in the community that could assist them with their housing situation. | Clients awaiting an offer for social housing are provided with resources to assist them with their housing needs. Progress has been made. | N/A |

Strategy 3: Increase the collaboration between DNSSAB and/ or any of the following: community partners, municipalities, federal government, provincial governments.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|---|--|---|---|---------|
| 5.3.1. | Create linkages between municipalities, developers, service providers, DNSSAB and affordable housing providers. | Enhanced collaboration between municipalities, developers and affordable housing landlords. | Interactions amongst municipalities, developers, service providers, DNSSAB, and affordable housing providers. | An increase in housing related interactions amongst municipalities, developers, service providers, DNSSAB, and affordable housing providers. | District-wide municipal councilors and mayors sit on the Board of Directors for the DNSSAB. | DNSSAB Board members utilize their municipal expertise to inform District wide decision making around housing and homelessness programs and services. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|------------------|---------|----------|----------|---------|---|---|---------|
| 5.3.1. Cont'd | | | | | The Near North Landlord Association continues to attend NDHHP meetings to engage with housing and homelessness service providers. | An increase in open dialogue between landlords and service providers has led to the creation of Rent and Utilities Arrear Program in response the large amount of rental arrears during the pandemic. Progress has been made. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|--------------------------|---|--|--|---------|
| 5.3.2. | Participate in local, northern and provincial working groups. | Increased collaboration and awareness of Northern housing and homelessness issues. | Types of working groups. | DNSSAB staff are involved in a variety of local, northern, and provincial working groups. | <p>DNSSAB is the Community Entity (CE) for the Nipissing District Housing and Homelessness Partnership (NDHHP).</p> <p>The DNSSAB sits on multiple local, provincial, and federal working groups and has provided feedback to various levels of government on the state of housing and homelessness in Nipissing District.</p> | <p>Concerns and issues related to housing and homelessness in Nipissing District were communicated to the various levels of government.</p> <p>Target has been met.</p> | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|---|--|--|--|--|
| 5.3.3. | Continue to facilitate the role as the Community Entity for the federal Homelessness Partnering Strategy (HPS). | The federal government is more informed on homelessness issues. | Reporting requirements to the federal government. | Consistent and accurate reporting to the federal government on housing and homelessness in Nipissing District. | The DNSSAB committed to maintaining the role of Community Entity through Reaching Home (2019-2024) | Increased collaboration with community service providers to tackle housing and homelessness issues in the District. Target has been met. | See Reaching Home funded action items. |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|---------------------------------|----------------------------------|--|--|---------|
| 5.3.4. | Seek opportunities to inform the public about the DNSSAB's RFP process and other available funding to ensure that a wide range of proponents are aware of funding opportunities. | Communication strategy is in place to promote the DNSSAB's RFP process. | Knowledge of RFP opportunities. | An increase in RFP applications. | The DNSSAB posts RFP and Bids & Tenders opportunities on the DNSSAB. | The DNSSAB utilizes Bids & Tenders and its website to post publicly about RFP opportunities. The DNSSAB then reviews the proponents submissions to determine the best candidates. The final decision is approved by the Board of Directors at the DNSSAB. Target has been met. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|------------------------|--|--|--|---------|
| 5.3.5. | Endeavour to coordinate funding opportunities in support of a more integrated housing and homelessness system. | Funding is coordinated and aligned to support housing and homelessness programs. | Funding opportunities. | An increase in funding opportunities that are aligned with the strategic objectives of the 10 year plan. | <p>DNSSAB Housing Services continued to integrate the Nipissing District Housing Registry into the Housing Programs department.</p> <p>The DNSSAB continued to experience integration and collaboration amongst DNSSAB Housing Programs and DNSSAB Housing Operations (NHDC)</p> | <p>The integration of housing services has allowed for improved service delivery, improved data collection, analysis, and a more comprehensive understanding of housing and homelessness in Nipissing District.</p> <p>Target has been met.</p> | N/A |

Strategy 4: DNSSAB recognizes and supports the Nipissing District Homelessness and Housing Partnership.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|----------------|---|---|---|---|---|--|----------------|
| 5.4.1. | The NDHHP provides advice on issues related to homelessness. | DNSSAB is more informed on homelessness issues. | Interaction with NDHHP members | Consistent interaction with NDHHP members on issues related to housing and homelessness | The NDHHP continued its role as the Community Advisory Board (CAB). | The NDHHP provides service provider advice to the DNSSAB on issues related to homelessness. Target has been met. | N/A |
| 5.4.2. | The NDHHP will assist in monitoring the progress of the 10 Year Housing and homelessness Plan. | The annual work plan will be endorsed by the NDHHP. | Creation of a NDHHP Committee to review the 10 Year Plan. | NDHHP member committee meets annually to review the annual review of the 10 Year Plan. | The NDHHP continues to receive monthly updates from the DNSSAB on Housing and Homelessness programs and services. | The NDHHP members provide the DNSSAB with feedback on programs and services related to the 10-Year Housing and Homelessness Plan. The Plan is available for review on the DNSSAB's website. Target has been met. | N/A |

Strategy 5: DNSSAB will be a leader and advocate in supporting homelessness prevention initiatives and affordable housing solutions.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|---|---|---|---|---------|
| 5.5.1. | Ensure that social assistance regulations and legislation supports the housing situation of residents of Nipissing District. | Citizens on social assistance can afford acceptable housing. | Number of households on social assistance in arrears. | A decrease in the number of households on social assistance in arrears. | DNSSAB OW and Housing Departments use inter-department consents to share information on clients for better service. | Increased communication and cooperation between DNSSAB OW and Housing Departments. Progress has been made. | N/A |
| 5.5.2. | Advocate on behalf of the citizens of Nipissing District, for acceptable housing and related support programs and services, to meet their housing needs. | Citizens of Nipissing District receive housing related supports and services that meet the demographic and socio-economic needs of the District. | Services for housing related supports and services. | A diverse variety of housing related supports and services. | Ongoing discussions with Federal and Provincial ministries to communicate the housing and homelessness needs in Nipissing District, and advocate for program funding. | Continued to advocate for housing and housing related supports to all levels of government. Progress has been made. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|---------------------------|---|--|--|---------|
| 5.5.3. | Advocate for northern, rural and remote housing and homelessness solutions. | The provincial government will know the needs of northern, rural and remote citizens. | Number of working groups. | DNSSAB staff communicate the needs of Nipissing District through involvement in a variety of provincial working groups. | In 2020 the DNSSAB participated on committees, working groups, and conferences hosted by all levels of government including the Northern Ontario Service Deliverers Association. | DNSSAB staff and Board Members participated in various committees, working groups, and conferences and advocate for the housing needs of northern, rural, and remote communities in Nipissing District. Target has been met. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|---|--|--|--|---|---------|
| 5.5.4. | Advocate for a National Housing Strategy that meets the needs of Nipissing District. | Sustainable and predictable long term funding for affordable housing initiatives. | Amount of funding from the federal government. | An increase in the amount of funding received for housing related programs and services. | The National Housing Strategy (NHS) was released on November 22, 2017 for a time span of 10 years. | The Government of Canada is currently implementing the National Housing Strategy (NHS), which will see \$ 70 billion dollars in funding spend towards housing and homelessness over a span of 10 years. Progress has been made. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|--|--|--|--|---------|
| 5.5.5. | Facilitate communication between citizens and government leaders, related to their housing needs. | The housing needs of citizen's are recognized. | Published articles and reports related to housing. | Consistent communication with citizens and government on issues related to housing and homelessness. | <p>The DNSSAB Board of Directors provides the public and local media outlets with media releases to inform the community about current housing and homelessness issues, decision, and changes.</p> <p>In 2020, the Point in Time Count findings were published to the DNSSAB website.</p> <p>Monthly Board packages are published on the DNSSAB website.</p> | <p>In 2020 media releases were sent to local media outlets regarding the DNSSAB's response to COVID 19 pandemic, the Social Service Relief Fund, Emergency Homeless Low Barrier Shelter, the new Transitional Supportive Housing.</p> <p>Target has been met.</p> | N/A |

Strategy 6: Develop Indigenous housing solutions.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|---|--|--|--|---|---------|
| 5.6.1. | Develop partnerships between non-Indigenous service providers and Indigenous service providers, elders, community members. | Indigenous housing solutions are developed and implemented. | Representation of Indigenous groups and organizations. | Consistent representation of Indigenous groups and organizations in working groups and committees. | <p>NBIFC and Ojibway Women’s Lodge staff actively sit on the Nipissing District Housing and Homelessness Partnership (NDHHP) and provide community partners with insights and information regarding Indigenous housing and homelessness topics and concerns.</p> <p>The DNSSAB provides staff with Indigenous cultural learning opportunities.</p> | <p>Homelessness and housing issues are discussed collaboratively with Indigenous and non-Indigenous community stakeholders.</p> <p>Progress has been made.</p> | N/A |

Strategic Objective 6: Awareness, Education, Information and Best Practices

Strategy 1: Improve the public’s access to information on housing and homelessness programs including housing options and support services.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|---|--|---|---|---------|
| 6.1.1. | Ensure that service directories are bilingual and accessible to the public. | French and English speaking citizens are informed of services in the District. | Bilingual service directories. | All service directories in the District are available in French and English. | The DNSSAB continues to update the newly launched DNSSAB bilingual website. | A fully bilingual DNSSAB website is available to the public. Target has been met. | N/A |
| 6.1.2. | Offer information sessions to social service agencies, institutions, municipalities, and other stakeholders on the programs and services offered by the DNSSAB. | Individuals and families are aware of housing and homelessness programs in the District. | Information sessions provided to social service agencies, institutions, municipalities, and other stakeholders. | A variety of information sessions provided to social service agencies, institutions, municipalities, and other stakeholders. | Attended Near North Landlord Association Education sessions to provide landlords with information and housing and homelessness services and programs offered by the DNSSAB. | Contacts at the Near North Landlord Association and NBRHC are able to communicate more effectively and openly with DNSSAB staff as well as NDHHP members. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|--|------------------------------|--|--|---|---------|
| | | | | | Provided an information session to North Bay Regional Health Centre (NBRHC) staff on housing and homelessness services delivered through the DNSSAB. | Target has been met. | |
| 6.1.3. | <i>S'assurer que la population francophone soit reconnue en tenant compte de la langue française lors de la publication de rapports à toutes les étapes de la planification communautaire portant sur le logement et le sans-</i> | A better informed Francophone community. | Reports published in French. | All published reports available in French and English. | The DNSSAB website and notices from the DNSSAB are published in French and English. Housing Access Nipissing staff provide services in both official languages. | Citizens and community partners who would like service in French or English can be served and supported in their preferred language. Target has been met. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|-------------------------|---|--|--|--|------------|
| | <p><i>abrisme.</i></p> <p>Ensure the francophone population is recognized by capturing the French language when publishing reports at all phases of community planning for housing and homelessness.</p> | | | | | | |
| 6.1.4. | <p>Social Media is utilized to highlight programs in the District.</p> | <p>Informed public.</p> | <p>Social media posts regarding programs in the District.</p> | <p>A variety of social media posts regarding programs in the District.</p> | <p>The Communications and Executive Coordinator at the DNSSAB monitors and posts information on the DNSSAB's social media page, specifically Facebook.</p> | <p>Staff, citizens, and community stakeholders are provided with a social media platform to engage with the DNSSAB, receive information about programs/services, office closures and overall updates.</p> <p>Target has been met.</p> | <p>N/A</p> |

Strategy 2: Increase awareness concerning housing and homelessness issues in the District.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|---|---|---|--|---|---------|
| 6.2.1. | Share information and data collected on housing and homelessness needs with citizens and all levels of government. | Citizens and all levels of government are aware of the housing and homelessness issues in the District. | Housing and homelessness information and data is provided to citizens and all levels of government. | Annual reports are created and shared with citizens and all levels of government. | The monthly Board packages are also posted on the public website for public information. Information, reports, and meetings are held consistently with Federal Government of Canada representatives through the NDHHP; Ontario government representatives through the Ministry of Municipal Affairs and Housing (MMAH); and municipal representatives through Board meetings. | Members of the public and all levels of government are aware of data and information pertaining to housing and homelessness in Nipissing District. Target has been met. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|---|--|---|--|---|----------------|
| 6.2.2. | Disseminate educational materials that target the stigma and beliefs about homelessness. | Reduce stigma about homeless group/certain populations. | Educational materials that target the stigma and beliefs about homelessness. | A variety of educational materials that target the stigma and beliefs about homelessness. | The DNSSAB provided funding to the Health Unit for the Anti-Stigma campaign. | Video message, posters, and advertisements where distributed in the community to educate and reduce stigma against people experiencing homelessness. Target has been met. | \$6,000 (SSRF) |
| 6.2.3. | Work with post-secondary institutions to understand the housing needs and challenges of the student population. | Students have access to adequate, affordable, and suitable housing. | Interactions between post-secondary institutions and the DNSSAB. | A variety of interactions between post-secondary institutions and the DNSSAB. | N/A | N/A | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|---|---|---|---|---------|
| 6.2.4. | Advocate for accurate data on student housing needs to support student populations in the District. | Student housing needs are accurately captured. | Data on student housing. | Reliable and consistent data on student housing. | N/A | N/A | N/A |
| 6.2.5. | Advocate for enhanced awareness of homelessness due to migration and transience. | Enhance awareness and understanding of homelessness due to migration/transience. | Data on homelessness due to migration and transience. | Reliable and consistent data on homelessness due to migration and transience. | Began work on the by-name list and HIFS system. | Implementation of HIFS begun with consultations with service providers. Progress has been made. | N/A |

Strategy 3: Ensure that citizens have access to stable employment opportunities to secure and maintain adequate, safe, and affordable housing.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|---|-------------------------|---|--|---|---------|
| 6.3.1. | Develop partnerships with employment agencies, businesses, | Individuals and families have access to a wide range of stable employment | Number of job postings. | An annual increase in the number of job postings. | The DNSSAB Employment team is an active member of the Nipissing Employment | DNSSAB departments and employment agencies, local businesses, | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|------------------|---|--|---|---|--|---|---------|
| 6.3.1. Cont'd | municipalities, post-secondary institutions, and economic development entities to support a range of stable employment opportunities across the District. | opportunities. | | | <p>Services Table (NEST).</p> <p>A representative from the North Bay and Area Chamber of Commerce works closely with Ontario Works clients to secure local employment opportunities that meet the needs of clients and employers.</p> <p>Yes Employment Services is an active member of the NDHHP.</p> | <p>municipalities, post-secondary institutions and economic development organizations seek out opportunities to work collaboratively to support the employment needs of local citizens.</p> <p>Progress has been made.</p> | |
| 6.3.2. | Advocate to all levels of government on the employment needs of citizens in Nipissing District. | A greater understanding of the employment needs of citizens in Nipissing District. | Data on employment needs in Nipissing District. | Reliable and consistent data on employment needs in Nipissing District. | The DNSSAB Employment team submitted the extensive Ontario Works Services Plan 2019-2020 to the Ministry of Children, Community, and Social Services to advocate for | The DNSSAB employment team thoroughly analyzed the current resource and identified gaps in the Ontario Works programs. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---------|----------|----------|---------|---|---|---------|
| | | | | | additional funding for better service delivery. | Topics covered included employability, collective bargaining, mental health, barriers to employment, etc. Progress has been made. | |

Strategy 4: Increase Indigenous cultural awareness and safety.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------------|--|--|--|--|---|--|---------|
| 6.4.1. | Work closely with Indigenous partners to support the development of cultural protocols, policies, and standards for individuals | Indigenous clients and community members experience cultural safety in all aspects of the housing process. | Cultural protocols, policies, and standards. | All housing processes are culturally accessible. | NBIFC and Ojibway Women’s Lodge staff actively sit on the Nipissing District Housing and Homelessness Partnership (NDHHP) and provide community | Homelessness and housing issues are discussed collaboratively with Indigenous and non-Indigenous community | N/A |

| | | | | | | | |
|--|---|--|--|--|---|---|--|
| | and families accessing housing programs and services. | | | | partners with insights and information regarding Indigenous housing and homelessness topics and concerns. | stakeholders. Progress has been made. | |
|--|---|--|--|--|---|---|--|

Strategy 5: Develop and implement a quality standards framework and best practices program for social housing and housing programs.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|---|--|---|----------------------|---|---------|
| 6.5.1. | Review and consistently update a quality assurance framework for the operations of social housing providers. | Reliably delivered social housing programs. | Progress reports from operational reviews. | Directives and recommendations from operational reviews are completed on a monthly basis. | N/A | N/A Target requires progress. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|---|--|---|---|---------|
| 6.5.2. | Seek opportunities to obtain feedback from tenants and housing program participants through the use of surveys etc. | Housing services and programs that meet the needs of citizens in the District. | Feedback from tenants and housing program participants. | A variety of feedback opportunities is provided to tenants and housing program participants. | N/A | N/A Target requires progress. | N/A |
| 6.5.3. | Discover the needs of applicants on the Centralized Waiting List. | Increased understanding of the needs of individuals on the Centralized Waiting List. | Data on applicants on the Centralized Waiting List. | Reliable and consistent data on applicants on the Centralized Waiting List. | Live data dashboards have been developed through the use of Tableau software. | Reliable and consistent data from the waiting list is easily accessible. Target has been met. | N/A |

Strategy 6: DNSSAB become a repository of housing information, data and knowledge.

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|---|---|--|---|---|-------------------------|
| 6.5.4. | Streamline the existing shelters and service provider reporting format, so that specific housing and homelessness information is captured. | Shelters and service providers are trained and use HIFIS. | Number of shelters and service providers using HIFIS. | An increase in the number of shelters and service providers using HIFIS. | The DNSSAB’s HIFIS Community Coordinator provides ongoing support to HIFIS 3.8 users in the District. The Coordinator is also overseeing the launching of HIFIS 4.0 which will be used as a tool to achieve Coordinated Access by March 2021. | Service providers entering client data into HIFIS 4.0 are able to provide more comprehensive, accurate, and similar information on the demographic background, needs, and trends of the homeless population. Target has been met. | See Section 1.21. (CCI) |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|---|---|---|--|----------------------|---|---------|
| 6.6.2. | Have current demographic and socio-economic information available to the public, especially as it relates to housing need. | Accurate and reliable information about the District's housing needs. | Number of demographic and socio-economic reports available to the public. | A variety of demographic and socio-economic reports are available to the public. | N/A | N/A Target requires progress. | N/A |

| Section | Actions | Outcomes | Measures | Targets | Action Taken in 2020 | Outcomes in 2020 | Funding |
|---------|--|--|---|--|--|---|---------|
| 6.6.3. | Create a definitions glossary for Nipissing District as it relates to housing and homelessness. | A District-wide understanding of housing and homelessness terms. | Definitions used in agreements and contracts. | Consistent housing definitions are used across the District. | <p>The DNSSAB uses consistent definitions in RFPs and legal/service agreements.</p> <p>The DNSSAB created a reporting tool and definitions document for the CHPI Performance Indicators to ensure that all CHPI funded projects use consistent homelessness definitions.</p> | <p>Consistent definitions are used amongst stakeholders to decrease confusion and enhance an overall understanding of housing and homelessness.</p> <p>Progress has been made.</p> | N/A |