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## Acknowledgements

### Land Acknowledgement

The District of Nipissing Social Services Administration Board (DNSSAB) would like to acknowledge that we are on the traditional territory of the Anishnabie and Algonquin peoples, in the Robinson-Huron, Williams Treaties as well as the Algonquin land claim settlement areas. We would also like to acknowledge the neighboring communities of Nipissing First Nation, Temagami First Nation and Dokis First Nation. We wish to recognize the long history of First Nations and Métis peoples in Ontario, and show respect to them today.

We acknowledge and deeply appreciate the historic connection of Indigenous peoples to this place. We also recognize the contributions of the First Nations, Métis, and Inuit peoples have made in both shaping and strengthening this community in particular, and our province and country as a whole.

## 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 8 of the 11 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 and Housing (MMAH) and approved by the DNSSAB. This is the progress update for 2021, marking the eighth year of the plan's implementation.

In 2019, 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. 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.

## 2.0 Recap: The 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 duration of the 10 year term. 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 and/or 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 the first couple of years with few resources, to complex one that will take much longer and require extensive resources.



Figure 1.0 – Breakdown of 10 Year Plan Actions

As per the 10 Year Plan, the DNSSAB's housing and homelessness objectives for the next 10 years – or until otherwise changes – are to improve housing stability and prevent homelessness in the 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 of the municipalities and areas in the 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, Mattawa, West Nipissing and Temagami). Additionally, some of the housing and homelessness activities and targets are specific to the District’s urban centres while others are specific to the rural municipalities and areas.

### 3.0 Implementation and Progress in 2021

#### 3.1 Implementation and Progress Summary

Implementing the 10 Year Housing and Homelessness Plan during its eighth year (2021) continued to require aligning provincial and federal 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 2021 included: Reaching Home, Community Homelessness Prevention Initiative (CHPI), the Social Services Relief Fund (SSRF), Strong Communities, Commercial Rent Supplement (CRS), Portable Housing Benefit (PHB), Canada-Ontario Housing Benefit (COHB), Canada Ontario Community Housing Initiative (COCHI), and the Ontario Priorities Housing Initiative (OPHI). These federal and provincial funds have provided support to existing programs and new initiatives as we continue through the COVID-19 pandemic.

As of 2021, 90 of the 109 (82.57%) action items have been achieved or experienced progress towards their intended target.

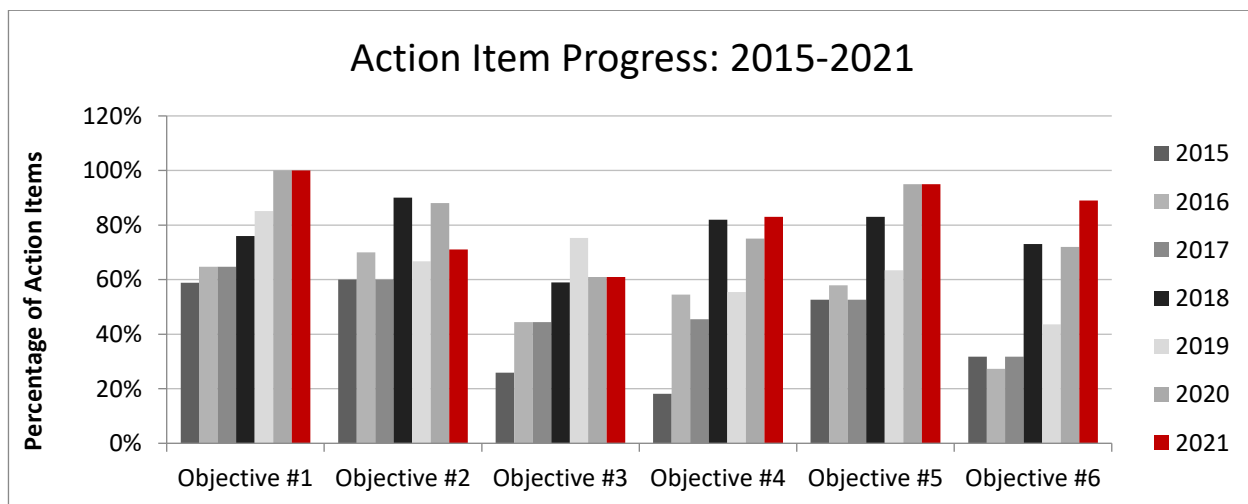


Figure 2.0 – Action Item Progress: 2015 to 2021

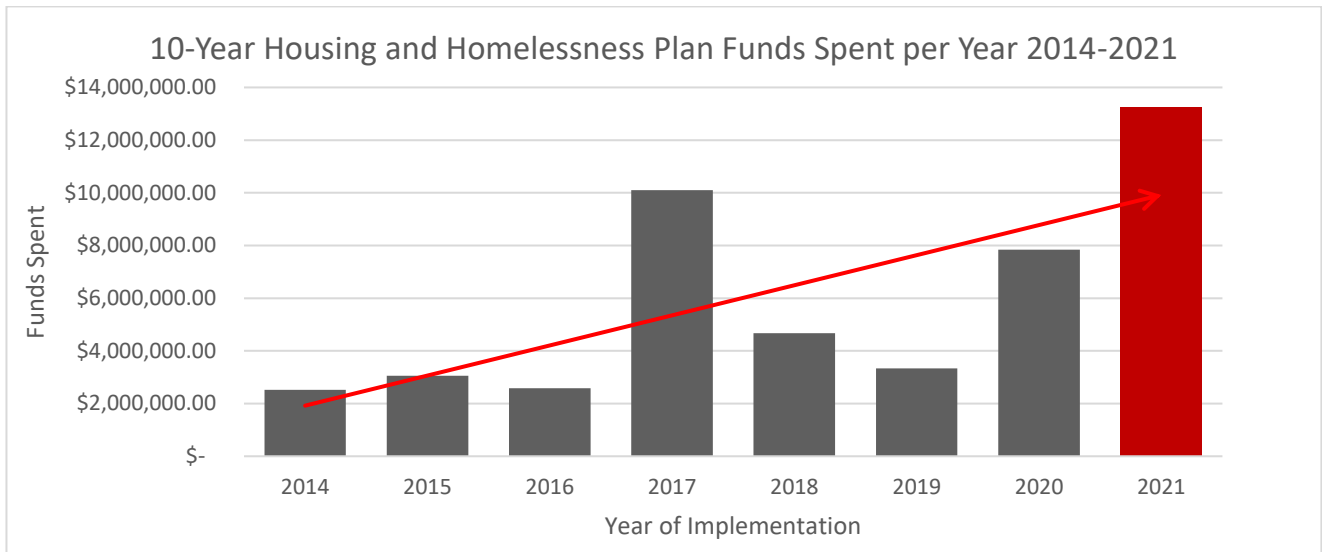


Figure 3.0 – 10-Year Housing and Homelessness Plan Funds Spend per year 2014-2021

Objective	Funding Amount	Funding Source
Homelessness Prevention, Shelters and Diversion	\$5,731,622.92	Community Homelessness Prevention Initiative (CHPI) Reaching Home Social Services Relief Fund (Phase 3) Social Services Relief Fund (Phase 4)
Improving Housing Stability	\$2,251,374.00	Community Homelessness Prevention Initiative (CHPI) Reaching Home Ontario Priorities Housing Initiative (OPHI) Paramedicine
Increasing Housing Affordability Options along the Housing Continuum	\$3,827,669.95	Community Homelessness Prevention Initiative (CHPI) Social Services Relief Fund (Phase 3) Social Services Relief Fund (Phase 4) Ontario Priorities Housing Initiative (OPHI) Strong Communities Rent Supplement Program (SCRSP) Commercial Rent Supplement (CRS) Portable Housing Benefit (PHB) Canada-Ontario Housing Benefit (COHB) SIF Municipal Levy
Sustaining and Expanding the Housing Portfolio	\$1,443,616.84	Community Homelessness Prevention Initiative (CHPI) Ontario Priorities Housing Initiative (OPHI) Canada Ontario Community Housing Initiative (COCHI) Commercial Rent Supplement (CRS)
Leadership, Integration, Coordination and Advocacy	N/A	N/A
Awareness, Education, Information and Best Practices	N/A	N/A
<b>Total</b>	<b>\$13,254,283.71</b>	

Table 1.0 – 2021 Plan Funding by Objective, Amount and Source

HCF	Healthy Communities Fund
RH	Reaching Home (Federal)
CHPI	Community Homelessness Prevention Initiative (Provincial)
SSRF P1	Social Services Relief Fund Phase 1 (Provincial)
SSRF P2	Social Services Relief Fund Phase 2 (Provincial)
SSRF P3	Social Services Relief Fund Phase 3 (Provincial)
SSRF P4	Social Services Relief Fund Phase 4 (Provincial)
CRSP	Commercial Rent Supplement Program (Municipal and Federal)
ESDC	Employment and Social Development Canada (Federal)
LHIN	Local Health Integrated 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

Table 1.2 – Funding Source Acronyms

## 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 2021	Outcomes in 2021	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 increased to core homelessness services.	<p>The Evergreen Contract for shelter services with the Crisis Centre North Bay was implemented.</p> <p>Received and administered Social Services Relief Funding to help protect the health and safety of the province's most vulnerable during the COVID-19 pandemic.</p> <p>The Housing Unit Stability and Recovery Pilot project was implemented to plan, coordinate and deliver services intended to support 20 chronically homeless individuals to transition into sheltered housing.</p>	<p>The Crisis Centre North Bay was able to provide emergency shelter and overflow services to clients in need.</p> <p>Social Services Relief Funding was used to assist front-line staff in obtaining Personal Protective Equipment (PPE) such as facemasks, shields, gloves and sanitization gear to maintain the safety of both staff and clients. These funds were also used to secure the needs of clients, including meals and groceries, as well as rental and utility arrears.</p> <p>The HUSR Pilot project was able to support 19 individuals each quarter from April to December 2021, completing 22 housing placements overall. These clients received services including basic needs, income assistance, employment assistance, and social and community reintegration activities.</p> <p><b>Progress has been made.</b></p>	<p>CHPI \$606,390.69</p> <p>SSRF Phase 3 \$2,369,467.23 SSRF Phase 4 \$1,651,577.00</p> <p>Reaching Home \$228,280.00 Reaching Home \$128,127.72</p>
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.	Continued to provide funding for the Community Mobile Housing Support Program at the Crisis Centre North Bay.	CCNB Community Mobile Housing Support workers continued to provide outreach assistance to those experiencing or at-risk of homelessness.	CHPI \$150,000.00
1.1.3	Provide resources	Individuals in	Number of	An increase in	Continued to	Community partner	SSRF Phase 3/4

	to shelters and service providers to enable the provision of comprehensive services and to work with clients in order to coordinate services.	shelters/ service providers are aware of, and can access, the services they need.	resources for shelters and service providers to provide clients with comprehensive and coordinated services.	the number of resources for shelters and service providers offering with comprehensive and coordinated services.	provide funding to partner agencies for PPE, food, additional staff, and security for additional costs related to COVID-19.  Continued funding for Emergency Shelter and Overflow services through CCNB.  Funded staffing positions for the Four Elms emergency shelter at CCNB.	agencies were able to provide their services and supports while maintaining the safety of both staff and clients.  Individuals/families that could not stay at local emergency shelters were placed in hotel/motel accommodations.  CCNB was able to provide additional staff to assist with the needs of clients.  <b>Target has been met.</b>	\$4,021,044.23  SSRF Phase 3/4 \$798,636.43 CHPI \$100,000.00  Reaching Home \$64,421.87 SSRF Phase 3 \$134,673.60
1.1.4	Ensure that 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.	Continued to provide women and children who are fleeing violence, with priority status on the centralized waiting list.  Assist households with an applications for Portable Housing Benefit.	Women and children fleeing violence received priority status on the centralized waiting list for when applicable resources became available.  Households were able to complete applications for Portable Housing Benefits successfully.  <b>Target has been met.</b>	N/A
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 support 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.	Funded CCNB's Shelter Supports Rehousing program.  Funded CCNB's Futures Supporting Youth in Transitional Housing program.  Funded CCNB's Shelter Diversion for at-risk Youth program.  Funded LIPI's Housing Unit	2 full-time overflow employees were able to work directly with clients experiencing homelessness to ensure they had a safe and secure place to stay.  Staff worked closely with youth clients to develop their life skills in preparation for social reintegration.  Staff worked closely with youth clients to develop their life skills in preparation for social reintegration.  22 unique individuals were placed in housing accommodations.	Reaching Home \$64,421.87  Reaching Home \$72,530.34  Reaching Home \$145,833.38  Reaching Home \$228,280.00

					<p>Stability and Recovery pilot project.</p> <p>Funded the Salvation Army's Emergency Rehousing Program.</p> <p>Funded NBIFC's Suswin project.</p>	<p>Completed 50 housing set-ups for clients in need.</p> <p>NBIFC was able to provide prevention and shelter diversion services, as well as client support services to those in need.</p> <p><b>Target has been met.</b></p>	<p>Reaching Home \$61,259.00</p> <p>Reaching Home \$32,358.69</p>
1.1.6	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.	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 both French and English.	Information regarding VAW shelters and other services and supports for women who are victims of domestic violence are available in both French and English.	N/A

**Strategy 2:** Develop a “Coordinated Access” approach to addressing homelessness in Nipissing District.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	Terms of reference drafts were developed, preceding the call for members of the CAN Executive Committee.  The HIFIS 4.0 Implementation committee was amended and a new CAN Executive committee will be formed.	The foundation for the building of the Coordinated Access Nipissing Executive committee was developed.  <b>Target has been met.</b>	N/A
1.2.2	Work within a Coordinated Access System to provide housing and homelessness supports and services to 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.	Discussions with the community partners surrounding best practices to Coordinated Access processes were had.  Community partner agencies include CCNB, LIPI, ACNBA, NBIFC, DNSSAB-HPN, The Salvation Army, The Gathering Place, NFN True Self, CMHA-NBD, and the Legion Services Bureau.	Community partner interaction with the new Coordinated Access Nipissing system that will be implemented by March 31, 2022.  The community partners have begun working collaboratively to plan processes surrounding Coordinated Access Nipissing to ensure its implementation.  <b>Progress has been made.</b>	Reaching Home (CCI) \$52,003.00
1.2.3	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.	Clients are supported in a coordinated environment with the services they require to secure and maintain housing.	Number of community partners operating within the District’s Coordinated Access System.	Wide range of service providers are working within a Coordinated Access approach to support homeless and at-risk of homeless individuals.	Worked with the community partners to develop the District’s first By-Name List from the District-wide Point-in-Time count of homelessness – a first step in the Coordinated Access Nipissing process.	Developed and implemented the District’s first operational By-Name List registry of homeless and at-risk of homelessness individuals.  <b>Target has been met.</b>	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	<p>The Crisis Management Response Team continues to collaborate with community partners to assist community members in need.</p> <p>The Housing Unit Stability and Recovery pilot sub-project was started consisting of multiple community homelessness agencies.</p>	<p>Homeless and at-risk individuals were provided service(s) to keep them housed, assistance in obtaining housing, housing set-ups, prevention and shelter diversion, and basic needs.</p> <p>This sub-project was a great step towards coordinated access service from the community partners.</p> <p><b>Target has been met.</b></p>	<p>N/A</p> <p>Reaching Home \$228,280.00</p>
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.	<p>Seven (7) sub-projects were funded through Reaching Home to provide housing and support, prevention, and shelter diversion, and basic needs services to the homeless and at-risk population. This included 'Shelter Supports Rehousing' (CCNB), 'Supporting Youth in Transitional Housing' (CCNB), 'Shelter Diversion for At-Risk Youth' (CCNB), 'Suswin' (NBIFC), 'Emergency Rehousing' (Salvation Army), 'Bridges' (CMHA-NBD), and 'Housing Unit Stability and Recovery' (LIPI).</p>	<p>2 full-time emergency overflow positions worked closely with individuals/families who could not stay at other emergency accommodations. Staff at Futures Transitional house were able to work with youth clients to support their life-skills development in preparation for community reintegration. The Suswin project at NBIFC was able to provide prevention and shelter diversion supports, as well as client support services. The HUSR project provided housing placements for 22 individuals. Similarly, the Salvation Army provided 50 housing set-ups for clients in need.</p> <p><b>Target has been met.</b></p>	Reaching Home \$674,057.28

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	Continued to provide funding to the CCNB's Futures Supporting Youth in Transitional Housing program to assist youth with additional emotional and social supports to assist youth with reaching their goals.	Each month, the residents at CCNB Future's Youth Residence were assisted and supported to reach their goals.  <b>Target has been met.</b>	Reaching Home \$72,530.34
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.	Northern Pines Phase III was approved and will replace the Low Barrier Shelter.	24 stage 1 transitional housing units will become available to eligible male applicants.  <b>Target has been met.</b>	SSRF Phase 4 / Municipal Levy \$2,100,000.00
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 abuse.	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.	Northern Pines Phase III was approved and will replace the Low Barrier Shelter.	24 stage 1 transitional housing units will become available to eligible applicants.  <b>Target has been met.</b>	SSRF Phase 4 / Municipal Levy \$2,100,000.00
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.	Continued to provide funding to housing service and support providers to alleviate the costs of food and water, personal protective equipment (PPE), transportation, and basic needs items.	Service providers were able to operate safely while ensuring clients received adequate care.  <b>Target has been met.</b>	SSRF Phase 3 \$865,294.52

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	The DNSSAB and participating Coordinated Access Nipissing agencies worked collaboratively to build the District's first operational By-Name List and the subsequent base of a new coordinated access service system.	The progress made towards a District-wide coordinated access service system will allow for data regarding client needs to be collected more efficiently, and used to advocate for the resources necessary to end homelessness.  <b>Progress has been made.</b>	Reaching Home (CCI) \$52,003.00
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.	Canadian Mental Health Association – North Bay and District was signed as a Secondary partner in the Coordinated Access Nipissing team.	Clients of Coordinated Access Nipissing will have access to mental health and addictions supports through CMHA-NBD.  <b>Target has been met.</b>	N/A
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.	Discussions surrounding connections with landlords were had at tables which the community partners participate.	Decisions to reach out to landlords and better the connections were made to provide more housing options to those in need.  <b>Progress has been made.</b>	N/A
1.5.4	Homelessness providers develop linkages with housing support agencies.	Improved partnerships between homelessness support providers and landlords.	Linkages between homelessness support providers and landlords.	Partnerships are developed between homelessness support providers and landlords.	DNSSAB Housing continues to attend NDHHP meetings and work closely with housing and homelessness support agencies.  The Homelessness Prevention Navigators continue to attend HUB meetings on a weekly basis.	Partnerships continue to develop between homelessness service and support agencies across the District.  <b>Target has been met.</b>	N/A

## Strategic Objective #2: Improving Housing Stability

### Strategy 1: Develop a Housing Eviction Prevention program.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	Funding
2.1.1	Create a Housing Eviction Prevention program.	Tenants remain housed.	Number of households evicted.	Decrease in the number of households evicted.	<p>The DNSSAB Homelessness Prevention Navigators and LIPI continued to administer CHPI benefits to prevent eligible applicants from being evicted.</p> <p>Reaching Home sub-projects 'Supporting Youth in Transitional Housing', 'Shelter Diversion for At-Risk Youth', 'Bridges' and 'Suswin' provided shelter prevention and diversion supports to prevent clients from becoming, or returning to homelessness.</p>	<p>Eligible applicants were able to maintain their accommodations with the financial assistance provided by the DNSSAB and LIPI.</p> <p>The RH funded sub-projects were able to provide housing-loss prevention services to roughly 65 individuals. These services helped clients to maintain their housing accommodations.</p> <p><b>Progress has been made.</b></p>	<p>CHPI \$680,379.00</p> <p>Reaching Home \$320,096.41</p>
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.	<p>Assisted households with housing services that help clients to secure housing.</p> <p><b>Target has been met.</b></p>	CHPI \$150,000.00
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.	<p>Continued to provide funding to the Crisis Centre North Bay to provide clients with the Rent Smart Program.</p> <p>Funds from the Social Services Relief Fund were allocated to fulfill rent and utility arrears through Low Income People Involvement of Nipissing and the Landlord Association.</p>	<p>The Low Income People Involvement of Nipissing was able to assist 24 unique households through the rent arrears project, and 38 unique households through their utility arrears project.</p> <p><b>Progress has been made.</b></p>	SSRF P3 \$299,004.30

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	Funding
2.2.1	Advocate for increased funding, supports and services for people to remained 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.	Reaching Home sub-projects 'Supporting Youth in Transitional Housing', 'Shelter Diversion for At-Risk Youth', 'Bridges' and 'Suswin' provided shelter prevention and diversion supports to prevent clients from becoming, or returning to homelessness.	An approximate total of 94 clients were supported each quarter through these sub-projects.  <b>Target has been met.</b>	Reaching Home \$320,096.41
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 Tenant 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.  <b>Progress has been made.</b>	OPHI \$90,995.00

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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 and the North Bay Regional Health Centre are actively involved in the NDHHP, and as tertiary partners within Coordinated Access Nipissing.	There has been an increase in dialogue between the North Bay Jail and the NBRHC with the housing and homelessness service providers.  <b>Progress has been made.</b>	N/A
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 and the North Bay Regional Health Centre are actively involved in the NDHHP, and as tertiary partners within Coordinated Access Nipissing.	There has been an increase in dialogue between the North Bay Jail and the NBRHC with the housing and homelessness service providers.  <b>Progress has been made.</b>	N/A

**Strategy 4:** Develop rural outreach and transportation services to support housing retention in rural communities.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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  <b>Target requires progress.</b>	N/A
2.4.2	Create partnerships to assist individuals and/or families to access the services they need to remain housing; 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.	Nipissing First Nations True Self Debwendizwin program provides outreach supports in rural communities, including West Nipissing, Mattawa, and their surrounding areas assisting clients to obtain the services and supports they may need to get or stay housed.	Individuals/families experiencing or at-risk of homelessness living in rural communities have access to services and supports required to get them housed.  <b>Progress has been made.</b>	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	No progress in 2021.	No progress in 2021. <b>Target requires progress.</b>	N/A
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.	Roughly 40 new households were added to the Ontario Renovates program in 2021.	40 new households were provided the funds to complete necessary renovations. <b>Progress has been made.</b>	N/A
2.5.3	Increase supported housing to assist seniors to be able to remain in the 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 progress in 2021.	No progress in 2021. <b>Target requires progress.</b>	N/A
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 progress in 2021.	No progress in 2021. <b>Target requires progress.</b>	N/A
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 Para-medicine Program, as well as the Mobile Nurse Practitioner pilot.	No outcomes in 2021. <b>Target requires progress.</b>	N/A
2.5.6.	Advocate and expand funding for health	Adult patients receive health	Types of health services to support	An increase in the amount of	Continued the Community	High Intensity Program (GCOP) - A Community	Various \$1,480,000.00

	support services to support seniors in their home setting.	supports to remain in their own homes.	seniors in their home setting.	health services to support seniors in their home setting.	Para-medicine Program, as well as the Mobile Nurse Practitioner pilot.	Paramedic paired with a Registered Nurse whom is specialized in Geriatric Care has been funded for the previous 2 years and is approved until April 2023. This program focusses on complex high intensity clients often that are awaiting ALC beds, by addressing again opportunities to facilitate and support them in their homes.  <b>Progress has been made.</b>	
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 Para-medicine Program.	Seniors continued to receive support through the Para-medicine Program.  <b>Target has been met.</b>	Various \$1,480,000.00

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.  <b>Progress has been made.</b>	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	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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	Target has been met.	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 policies/documents relating to secondary suites.	N/A	Target has been met.	N/A

**Strategy 2:** Explore opportunities to expand rental subsidy programs.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	Increase of 33 CRS units. Increase of 7 PHB units. Increase of 15 COHB units.	55 additional rent subsidies were available to eligible recipients.  <b>Target has been met.</b>	Strong Communities \$300,930.31  CRS \$448,154.71  PHB \$33,760.90  COHB \$60,655.00  OPHI \$30,000.00  SIF \$127,945.10  CHPI Housing Allowance \$40,000.00
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 do not have social housing.	Over 30 Portable Housing Benefits offer letters were sent out to clients on the Rent Geared to Income waitlist across the District.	10 new clients were added to the Portable Housing Benefit program.  <b>Progress has been made.</b>	PHB \$9,727.00

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	Funding decisions made by the DNSSAB are primarily driven by the strategic objectives set out in the 10 Year Housing and Homelessness Plan.	The overall investment in strategies related to the 10 Year Housing and Homelessness Plan in 2021 was \$13,134,994.02  <b>Target has been met.</b>	See Table 1.0 above.
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.	No progress made in 2021.	No progress made in 2021.  <b>Target requires progress.</b>	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	No progress made in 2021.	No progress made in 2021.  <b>Target requires progress.</b>	N/A
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.	No progress made in 2021	No progress made in 2021.  <b>Target requires progress.</b>	N/A

**Strategy 5: Increase the supply of affordable rental housing.**

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	Continued to advocate for funding and completed the construction of Northern Pines I.	16 new transitional housing units have become available to eligible applicants.  <b>Progress has been made.</b>	CHPI \$189,000.00 Municipal Levy \$119,289.69
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.	Completed construction of Northern Pines I, which has units available to eligible single-person households.	16 new transitional housing units have become available to eligible applicants, including single-person households.  <b>Target has been met.</b>	CHPI \$189,000.00 See above Municipal Levy \$119,289.69
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.	Completed construction of Northern Pines I, which has units available to eligible single-person households.	16 new transitional housing units have become available to eligible applicants, including non-senior single-person households.  <b>Target has been met.</b>	CHPI \$189,000.00 See above Municipal Levy \$119,289.69
3.5.4.	Address the need for more two-bedroom units for low-income individuals/ families and seniors.	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.	No progress made in 2021.	No progress made in 2021.  <b>Target requires progress.</b>	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.	No progress made in 2021.	No progress made in 2021.  <b>Target requires progress.</b>	N/A
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 re-purposed 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.	Began investigating DNSSAB's ability to access public lands and buildings under tier one of the public land registry.	Further investigate DNSSAB's ability to use the NDHC as a subsidiary to purchase surplus government buildings and land under tier one of the public land registry.  Will contact the Provincial Land Registry and the Boards of Education to register as a first tier body for surplus properties.  <b>Progress has been made.</b>	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.	Applications were submitted for the Rapid Housing Initiative to fund the development of new housing.	<b>Progress has been made.</b>	N/A
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**Strategy 6: Increase the supply of transitional/second stage housing.**

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	Opening of Northern Pines Phase 1 transitional housing, and subsequent move-ins.  Continue to fund the building of Northern Pines Phase 2 house which will be able to house and additional 20 individuals.  Funded the development of Northern Pines Phase 3, which will be able to house 24 individuals.	16 new transitional beds became available with the opening of Northern Pines 1.  <b>Target has been met.</b>	CHPI \$189,000.00  Municipal Levy \$119,289.69  SSRF Phase 4 / Municipal Levy \$2,100,000.00
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 <b>Target requires progress.</b>	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 <b>Target requires progress.</b>	N/A
3.6.4.	Advocate for funding to create transitional housing for individuals with	Individuals with addiction are supported with transitional	Number of transitional housing beds for individuals with	An increase in the number of transitional housing beds for	Completed construction of Northern Pines I, which has units	16 new units are now available to eligible applicants, including those struggling with	CHPI \$189,000.00  Municipal Levy

	addiction.	housing.	addictions.	individuals with addictions.	available to eligible individuals, including those struggling with addiction.  On-site supports and services are provided for those that need them.	addiction.  <b>Target has been met.</b>	\$119,289.69
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**Strategy 7: Increase the supply of supported/supportive housing.**

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	Continue to advocate for additional funding for the on-going development of the two Northern Pines transitional housing units. Northern Pines I has opened, and features on-site supports for clients in need.	Completed the construction of Northern Pines I, adding 16 transitional housing units in North Bay. 6 Individuals have since moved in.  Tenants residing in DNSSAB-NDHC units are supported to retain their housing.  <b>Target has been met.</b>	CHPI \$189,000.00  Municipal Levy \$119,289.69  OPHI \$90,995.00
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.	No progress in 2021.	No progress in 2021.  <b>Target requires progress.</b>	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.	Completed the construction of Northern Pines I.  Advocated for support for vulnerable populations at shelters, social and supportive housing, and other locations for better access to primary care.	Successful applicants to Northern Pines I will have access to on-site mental health and addictions services and supports.  <b>Target has been met.</b>	CHPI \$189,000.00  Municipal Levy \$119,289.69  OPHI \$90,995.00
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.	Continued to advocate for funding to complete the construction of Northern Pines I	Completed the construction of Northern Pines I, adding 16 congregate transitional housing	CHPI \$189,000.00  Municipal Levy \$119,289.69

					transitional housing. Northern Pines I transitional housing was completed.	units in North Bay. <b>Target has been met.</b>	
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## Strategic Objective #4: Sustaining and Expanding the Housing Portfolio

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	The Coordinated Access Nipissing partnership worked collaboratively to build the District's first operational By-Name List, as well as make key decisions regarding the implementation of the Homeless Individuals and Families Information System (HIFIS) 4.0 and coordinated access as a service system.	The By-Name List acts as a registry of all known individuals experiencing or at-risk of homelessness in the Nipissing District. This tool will allow service providers to determine which resources are needed to advocate accordingly.  <b>Progress has been made.</b>	CHPI \$5,570.31
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.	21 social housing providers received funding for repair and renovations.	1089 units were repaired or renovated.  <b>Progress has been made.</b>	COCHI \$715,030.00 COCHI \$53,193.00  OPHI \$374,183.53

**Strategy 2: Review the social housing portfolio.**

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	Operational reviews were conducted at three (3) housing providers in 2021.	The reports following the operational reviews were completed. They will presented to the housing providers.  <b>Target has been met.</b>	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.	The Nipissing Counts 2021 survey was used to build the District's first operational By-Name List. This list includes the socio-demographic characteristics of those experiencing and at-risk of homelessness	The DNSSAB and community partners now have access to real-time data describing the socio-economic and demographic characteristics of this vulnerable population.  <b>Progress has been made.</b>	CHPI \$5,570.31

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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 continued to engage with housing providers who are approaching the end of their agreements.	3 housing providers reached the end of their agreements. Rent-gear-to-income units continue to be funded through rent supplements. 2 housing providers, and 3 housing projects were provided capital funds and a subsidy allocation as their operating agreements were ending.  <b>Progress has been made.</b>	COCHI \$47,100.30 CRS \$448,154.71 COCHI – Transitional Operating fund \$248,539.70
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.	Each expiring housing provider project underwent assessment to determine long-term viability.	3 housing providers reached the end of their agreements. Rent-gear-to-income units continue to be funded through rent supplements. 2 housing providers, and 3 housing projects were provided capital funds and a subsidy allocation as their operating agreements were ending.  <b>Progress has been made.</b>	COCHI \$47,100.30 CRS \$448,154.71 COCHI – Transitional Operating fund \$248,539.70
4.3.3.	Research and develop options for the maintenance of service level standards and 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.	Each expiring housing provider project underwent assessment to determine long-term viability.	3 housing providers reached the end of their agreements. RGI units continue to be funded through rent supplements. 2 providers, and 3 projects were provided capital funds and subsidy allocation as their agreements were ending.  <b>Progress has been made.</b>	COCHI \$47,100.30 CRS \$448,154.71 COCHI – Transitional Operating fund \$248,539.70

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.	Current RGI policies are fixed and regulated by MMAH.	Stable and predictable revenue for housing service providers is available.  <b>Target has been met.</b>	N/A
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**Strategy 4:** Create opportunities to facilitate new housing projects.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	Continued with the development of 16 new transitional housing units at Northern Pines I, and began constructing 20 new transitional housing units at Northern Pines II.	Completed the construction of Northern Pines I, adding 16 transitional housing units in North Bay. 6 Individuals have since moved in.  <b>Progress has been made.</b>	CHPI \$189,000.00
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.	No progress in 2021.	No progress in 2021.  <b>Target requires progress.</b>	N/A
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.	No progress in 2021.	No progress in 2021.  <b>Target requires progress.</b>	N/A
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.	Continued with the development of Northern Pines II transitional housing units.	Began constructing 20 new transitional housing units at the Northern Pines II site.  <b>Progress has been made.</b>	CHPI \$189,000.00

## Strategic Objective #5: Leadership, Integration, Coordination and Advocacy

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	No progress needed in 2021.	<b>Target has been met.</b>	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 DNSSAB Board members, as well as affiliated agency members reflect upon the strategic objectives of the 10 Year Housing and Homelessness Plan when making decisions or recommendations around housing programs, services and supports.	The objectives set out in this plan are used as the foundation of new programs, services and supports implemented by community partner agencies throughout the District.  <b>Target has been met.</b>	N/A
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 Community Entity (DNSSAB) will successfully submit the 2021 Annual Review of the 10 Year Housing and Homelessness Plan, as they have done since the plan's inception in 2014.	The annual updates and the final version of the 5 Year Review of the 10 Year Housing and Homelessness Plan are posted on the DNSSAB website.  <b>Target has been met.</b>	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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 continued to work collaboratively with the Housing Access Nipissing.	<b>Target has been met.</b>	N/A
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 and DNSSAB Housing programs members continue to attend NDHHP monthly meetings and regularly report on changes to program structure, eligibility, and respond to inquiries from service providers.	NDHHP service providers continue to receive information regarding Housing Access Nipissing programs. During NDHHP monthly meetings, open dialogue occurs and provides insight into community stakeholder situations.  <b>Target has been met.</b>	N/A
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 continue to attend NDHHP meetings regularly and report changes to program structure, eligibility and respond to inquiries from service and support providers	NDHHP service and support providers continue to receive timely and accurate information regarding Housing Access Nipissing programs.  <b>Target has been met.</b>	N/A
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 continue to provide clients with referrals and information about other programs and services in the District that could assist them with their housing situations.	Clients awaiting an offer for social housing are provided with resources to assist them with their housing needs.  <b>Progress has been made.</b>	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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 continue to sit on the DNSSAB Board of Directors. The Near North Landlord Association continues to hold a spot on the District's Community Advisory Board (CAB) and attend meetings regularly with housing and homelessness service providers.	DNSSAB Board members utilize their municipal expertise to inform District-wide decision making around housing and homelessness programs and services.  <b>Target has been met.</b>	N/A
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.	The DNSSAB is the Community Entity (CE) for the Nipissing District Housing and Homelessness Partnership (NDHHP).  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 the Nipissing District.	Concerns and issues related to housing and homelessness in the Nipissing District continue to be communicated with and to the various levels of government.  <b>Target has been met.</b>	N/A
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 has committed to maintaining the role of Community Entity (CE) through Reaching Home (2019-2024).	Increased collaboration with community service and support providers to tackle housing and homelessness issues in the District.  <b>Target has been met.</b>	See Reaching Home funded action items.
5.3.4.	Seek opportunities to inform the	Communication strategy is in	Knowledge of RFP	An increase in RFP	The DNSSAB continues to post	The DNSSAB utilizes their website to	N/A

	public about the DNSSAB's RFP process and other available funding to ensure that a wide range of proponents are aware of funding opportunities.	place to promote the DNSSAB's RFP process.	opportunities.	applications.	RFPs and other available funding opportunities on the public website.	post publicly about RFP opportunities. The DNSSAB then reviews the proponents submissions to determine the best candidates. The final decision is then approved by the DNSSAB Board of Directors.  <b>Target has been met.</b>	
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.	DNSSAB Housing programs continued to work closely with the Nipissing District Housing Corporation. The DNSSAB as a Community Entity under Reaching Home has worked closely with various community agencies including Crisis Centre North Bay (CCNB), Low Income People Involvement of Nipissing (LIPI), AIDs Committee of North Bay and Area (ACNBA), North Bay Indigenous Friendship Centre (NBIFC), Nipissing First Nations Debwewendizwin True Self Program, the Canadian Mental Health Association - North Bay and District (CMHA-NBD), and the Gathering Place to develop a coordinated access service system across the District of Nipissing.	This collaboration has allowed for improved service delivery, data collection, analysis and comprehensive understanding of housing and homelessness in the Nipissing District. The team efforts to develop a coordinated access system with community agencies has allowed for the base of a new service approach to be built where clients will receive collaborative efforts to assist them in reaching their housing goals.  <b>Target has been met.</b>	Reaching Home \$56,680.00

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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 continues its role as the Community Advisory Board (CAB) for the Nipissing District.	The NDHHP provides service and support provider advice to the DNSSAB on issues related to housing and homelessness.  <b>Target has been met.</b>	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 during the CAB meetings.	The NDHHP members provide the DNSSAB with feedback on programs and services related to the 10-Year HHP. The Plan is available for review on the DNSSAB's website.  <b>Target has been met.</b>	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	No progress in 2021.	No progress in 2021.  <b>Target requires progress.</b>	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.	The DNSSAB, with the input of community partner agencies, continued to discuss with Federal and Provincial ministries to communicate the housing and homelessness needs in Nipissing District, as well as advocate for program funding.	The DNSSAB and community partner agencies were able to serve and support needs of their clientele during the COVID-19 pandemic. The Housing Unit Stability and Recovery Pilot was able to find housing placements for 20 individuals experiencing unsheltered homelessness by conducting face-to-face needs assessments. This project was also able to support clients through financial and employment assistance, as well as social reintegration. The Salvation Army was able to support 50 housing set-ups in 2021. The CCNB was able to house 49 clients using thorough intake assessments to determine the best resources to match client-housing needs.  <b>Progress has been made.</b>	Reaching Home \$250,553.25
5.5.3.	Advocate for northern, rural and	The provincial government will	Number of working	DNSSAB staff communicate the	The DNSSAB continued to	Advocates were educated on various	Reaching Home \$1,688.50

	remote housing and homelessness solutions.	know the needs of northern, rural and remote citizens.	groups.	needs of Nipissing District through involvement in a variety of provincial working groups.	participate on committees, working groups, and conferences hosted by various levels of government. Select staff attended the 2021 CAEH Conference and attended seminars on rural homelessness.	methods and solutions to remote and rural homelessness. This knowledge can now be used in best practices.  <b>Progress has been made.</b>	
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 was released on November 22, 2017 for a time span of 10 years.	<b>Progress has been made.</b>	N/A
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.	The DNSSAB Board of Directors provides the public and local outlets with media releases to inform the District communities about current housing and homelessness issues, decisions and changes.  In December of 2021, the Nipissing Counts PIT count findings were published to the DNSSAB website.  Monthly Board packages are also published on the DNSSAB website.	In 2021, media releases were sent to local media outlets regarding the DNSSAB's response to COVID-19 pandemic, the Social Services Relief Fund, Emergency Homelessness and the Low Barrier Shelter, the development of the Gateway Houses, Nipissing Counts 2021, and the DNSSAB's response to the call for a warming centre during harsh and cold climates.  <b>Target has been met.</b>	N/A

**Strategy 6: Develop Indigenous housing solutions.**

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	The North Bay Indigenous Friendship Centre (NBIFC) as well as Nipissing First Nations True Self (NFN) 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. The DNSSAB continues to provide staff with Indigenous cultural learning opportunities including Indigenous guest speakers at all-staff meetings.	Homelessness and housing issues are discussed collaboratively with Indigenous and non-Indigenous community stakeholders.  <b>Target has been met.</b>	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	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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 bilingual website.	A fully bilingual DNSSAB website is available to the public.  <b>Target has been met.</b>	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.	The DNSSAB website was updated to include information on all programs and services offered, as well as eligibility requirements for each. Visitors can also find department directories so that they may contact staff directly.	Citizens and community partners can receive information regarding DNSSAB programs and services by visiting the public website.  <b>Target has been met.</b>	N/A
6.1.3.	Ensure the francophone population is recognized by capturing the French language when publishing reports at all phases of community planning for housing and homelessness.	A better informed Francophone community.	Reports published in French.	All published reports available in French and English.	All resources have been made available in both French and English on the DNSSAB website.	Citizens and community partner agencies who would like service in French or English can be served and supported in their preferred language.  <b>Target has been met.</b>	N/A
6.1.4.	Social Media is utilized to highlight programs in the District.	Informed public.	Social media posts regarding programs in the District.	A variety of social media posts regarding programs in the District.	The Communications and Executive Coordinator at the DNSSAB monitors and posts information on the DNSSAB’s social media pages.	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.  <b>Target has been met.</b>	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	Monthly Board packages continue to be posted on the public website for information. Information, and reports are consistently shared with Federal and Provincial government representatives through the NDHHP.	Members of the public and all levels of government are aware of the data and information pertaining to housing and homelessness in the Nipissing District.  <b>Target has been met.</b>	N/A
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 North Bay Parry Sound District Health Unit (NBPSDHU) to hold the Anti-Stigma Campaign in October. This campaign was titled "See the Person" and was focused on disseminating the stigma surrounding homelessness and individuals experiencing it.	Informational videos, posters, advertisements and other educational materials were distributed in the community to educate the reduce stigma against people experiencing homelessness.  <b>Target has been met.</b>	SSRF \$6,000.00
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.	Canadore College and Nipissing University participated as a community partner in the 2021 Point-in-Time count. Representatives from post-secondary institutions have begun to attend monthly NDHHP meetings. The DNSSAB also welcomes student placements.	Questions regarding student homelessness were added to the PiT survey, where 7 students were identified. Insight is consistently provided into what post-secondary institutions are dealing with in terms of student homelessness.  <b>Target has been met.</b>	N/A
6.2.4.	Advocate for accurate data on student housing	Student housing needs are accurately	Data on student housing.	Reliable and consistent data on	Partnerships were made with Canadore College.	<b>Progress has been made.</b>	N/A

	needs to support student populations in the District.	captured.		student housing.			
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.	The October 2021 Point-in-Time enumeration of homelessness in the Nipissing District consisted of a survey which asked about migration to the area. The results were published publicly on the DNSSAB website.	It was determined that roughly 71% of individuals experiencing homelessness in the Nipissing had migrated from outside the District. However, it was found that only 29 of the 147 individuals who migrated did so for reasons directly related to homelessness.  <b>Target has been met.</b>	CHPI \$5,570.31

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	Funding
6.3.1.	Develop partnerships with employment agencies, businesses, municipalities, post-secondary institutions, and economic development entities to support a range of stable employment opportunities across the District.	Individuals and families have access to a wide range of stable employment opportunities.	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 Services Table (NEST). 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. YES Employment Services is an active member of the NDHHP.	DNSSAB departments and employment agencies, local businesses, municipalities, post-secondary institutions and economic development organizations seek out opportunities to work collaboratively to support the employment needs of local citizens.  <b>Progress has been made.</b>	N/A
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.	DNSSAB-Ontario Works continues to advocate on all levels of government on employment needs in Nipissing District.	No outcomes in 2021.	N/A

**Strategy 4:** Increase Indigenous cultural awareness and safety.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	Funding
6.4.1.	Work closely with Indigenous partners to support the development of cultural protocols, policies, and standards for individuals and families accessing housing programs and services.	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 partners with insights and information regarding Indigenous housing and homelessness topics and concerns.	Homelessness and housing issues are discussed collaboratively with Indigenous and non-Indigenous community stakeholders.  <b>Progress has been made.</b>	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	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.	Operational reviews were conducted at three (3) housing providers in 2021.	The reports following the operational reviews were completed. They will presented to the housing providers.  <b>Progress has been made.</b>	N/A
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.	No progress in 2021.	No progress in 2021.  <b>Target requires progress.</b>	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.  <b>Target has been met.</b>	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2021	Outcomes in 2021	Funding
6.6.1	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 continued to provide support to HIFIS 3.8 users in the District. The Coordinator also oversaw the preparation for the launch of HIFIS 4.0, which will be used as a tool to achieve Coordinated Access by the federal deadline of June 30, 2022.	Service providers are better able to understand the functions of HIFIS 4.0, including the provision of more comprehensive and accurate data.  In the early months of 2022, community partner agencies affiliated with Coordinated Access Nipissing will undergo HIFIS 4.0 user training.  <b>Progress has been made.</b>	N/A
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.	In October 2021, the District conducted a Point-in-Time enumeration of homelessness. This included a survey collecting demographics and experiences of respondents. The results have since been published on the DNSSAB website.	Up-to-date aggregate profiles of the homeless population in the Nipissing District is available to community partners and citizens.  <b>Target has been met.</b>	CHPI \$5,570.31
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.	The beginning of a definitions glossary was formed with the planning of Coordinated Access Nipissing, including definitions associated with the housing continuum.	Service providers are using housing and homelessness related terms consistently to ensure client support remains static throughout the various agencies.  <b>Progress has been made.</b>	N/A