

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 2018, which marks the fifth year of the plan’s implementation.

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. Thus, DNSSAB Housing Services will be taking an incremental approach to implementation as per the timelines set out in the plan.

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

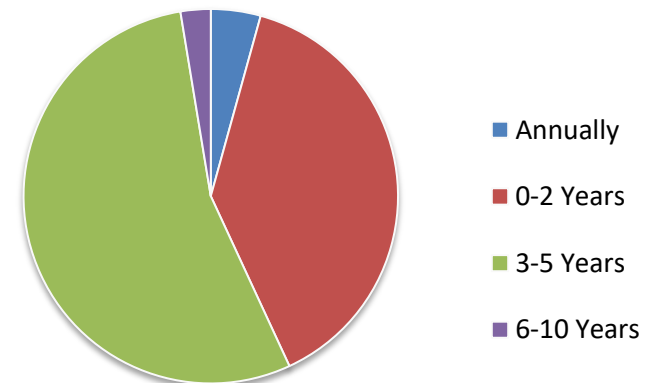
6. Awareness, Education, Information and Best Practices

For each of the above strategic objectives there are five to six strategies that need to be implemented in order to fulfill that objective (the exception is the third objective above which has nine strategies). In total, the local 10 year plan is defined by 36 housing and homelessness strategies.

To continue, each strategy is associated with specific action items. The 10 year housing and homelessness plan includes 116 action items and respective targets for implementing the strategies. The majority (93.1%) of the plan's targets are to be reached within five years of implementing the plan (38.8% within 0-2 years and 54.3% within 3-5 years). A very small percentage (2.6%) of the targets have a longer timeframe of 6-10 years. The remaining (4.3%) action items and targets are to be undertaken and met annually, most of these involve plan implementation (such as developing work plans, monitoring, and reporting) and will likely turn into processes during the course of plan implementation.

From a geographical perspective, most (72.4%) 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,

Implementation Timeframe



Mattawa, 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.

4.0 Implementation and Progress in 2018

4.1 Implementation and Progress Summary

Seniors Villa of East Ferris



Implementing the plan during its fifth year (2018) 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 2018 included: Community Homelessness Prevention Initiative (CHPI), Investment in Affordable Housing (IAH), Strong Communities Rent Supplement Program (SCRSP), Portable Housing Benefit (MMAH), and the Social Infrastructure Fund (SIF). Additionally, projects undertaken by the Nipissing District Homelessness and Housing Partnership (NDHHP) – and funded through the federal Homelessness Partnering Strategy (HPS) – addressed many of the plans actions that pertained to addressing and preventing homelessness. In 2018, the DNSSAB and community partners undertook an enumeration of homelessness which was funded by provincial and federal dollars. The information gathered during enumeration will be instrumental in understanding the complexity of homelessness and addressing housing at the local level. Additionally, there were 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.

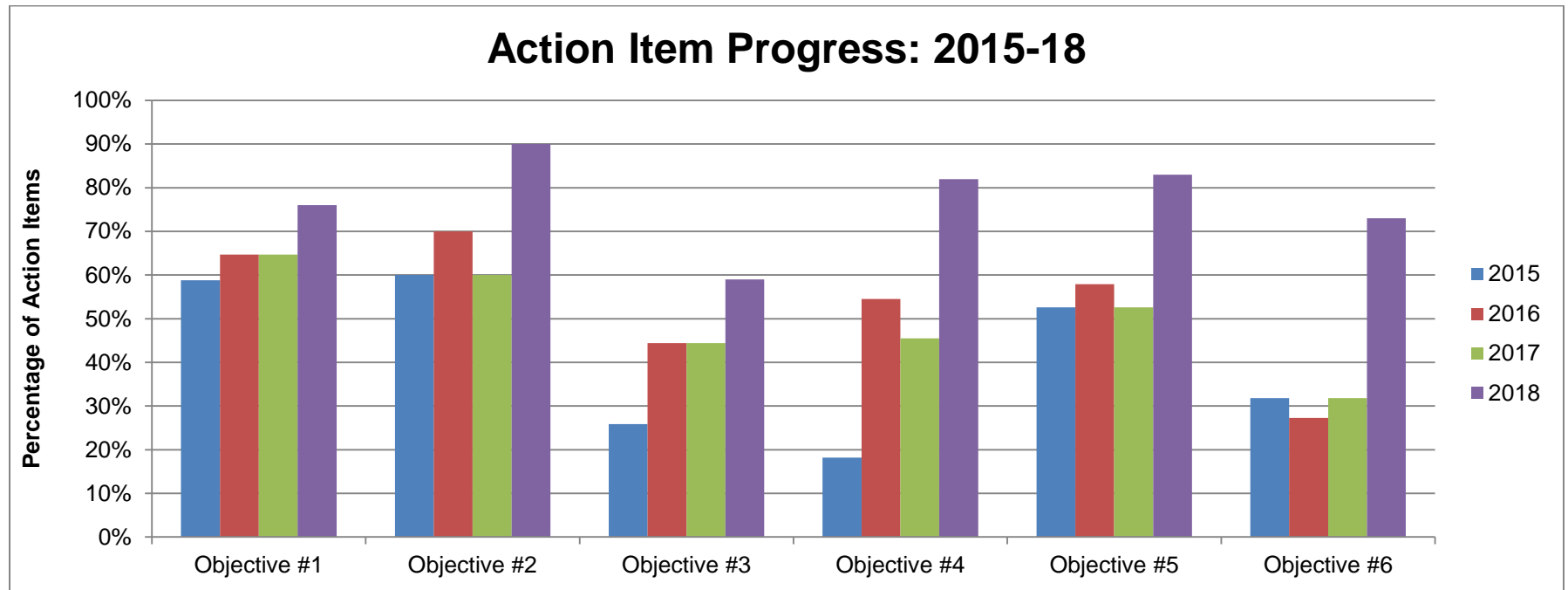
In 2018, the implementation of the plan resulted in a record year in progress made towards action items and the second largest funded year since the commencement of the 10 Year Housing and Homelessness Plan. To illustrate, in 2018 76% of the 116 action items were achieved or experienced progress towards their intended target. This resulted in a

27% increase in progress made compared to 2017. Although 2018 saw a decrease in the amount of funding received in comparison to 2017, the number of targets which achieved meaningful progress was increased. Additionally, the large capital projects such as the Marshall Park Living and Seniors Villa of East Ferris, reached full occupancy in 2018. Figure 1 below displays the percentage of action items worked on in 2015, 2016, 2017 and 2018.



Marshall Park Living

Figure 1- Action item progress from 2015 to 2018 by objective.



Geographically speaking, 90.9% of the action items worked on in 2018 had a District-wide scope. Therefore, only 8.1% of the action items were specific to certain municipalities/regions of the District. To continue, the major focus of the action items worked on in 2018 were 3-5 year targets (56.8%) followed by 0-2 year targets (36.4%), annual targets (3.4%), and 6-10 year targets (3.4%). It should also be noted that the plan’s recommended timelines for the targets are general guidelines only which were set at the commencement of the 10 Year Plan in 2014. They may be modified going forward depending on changing priorities, resources, and through the 5 Year Review of the 10 Year Housing and Homelessness Plan process. 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 2018, the Board invested \$4,668,923.03 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- 2018 plan funding by objective, amount and funding source.

Objective	Funding Amount (if applicable)	Source (if applicable)
Homelessness Prevention, Shelters and Diversion	\$2,223,236.80	HPS (Federal) CHPI (Provincial) HCF (Municipal)
Improving Housing Stability	\$545,065	IAH (Federal & Provincial) CHPI (Provincial) MTO (Provincial) HCF (Municipal) LHIN (Provincial) SIF (Federal & Provincial)
Increasing Housing Affordability and Options along the Housing Continuum	\$1,210,486.50	IAH (Federal & Provincial) SIF (Federal & Provincial) SCRSP (Provincial) CRSP (Municipal & Federal)
Sustaining and Expanding the Housing Portfolio	\$645,134.73	SIF (Federal & Provincial)
Leadership, Integration, Coordination and Advocacy	N/A	HPS (Federal)
Awareness, Education, Information & Best Practices	\$45,000	ESDC (Federal)
TOTAL	\$ 4,668,923.03	

NOTES:

HCF- Healthy Communities Fund (Municipal)

HPS- Homelessness Partnering Strategy (Federal)

CHPI- Community Homelessness Prevention Initiative (Provincial)

CRSP- Commercial Rent Supplement Program (Municipal & Federal)

ESDC- Employment and Social Development Canada (Federal)

IAH- Investment in Affordable Housing for Ontario Program (Federal & Provincial)

LHIN- Local Health Intergraded Network (Provincial)

MTO- Ministry of Transportation of Ontario (Provincial)

SCRSP- Strong Communities Rent Supplement Program (Provincial)

SHEEP- Social Housing Electricity Efficiency Program (Provincial)

SIF- Social Infrastructure Fund (Federal & Provincial)
https://www.huffingtonpost.ca/entry/us-canada-house-prices-debt_ca_5d221ca6e4b0f3125685b9f6

Strategic Objective 1: Homelessness Prevention, Shelters and Diversion

Key Performance Indicator: A 20% annual reduction in admissions to the emergency shelters.

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	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
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. 0-2 Years	Provided stabilized funding for 3 years. Entered into longer term service agreements.	See CHPI funding below. See HPS funding below.	<ul style="list-style-type: none"> ▪ \$1,680,486 in CHPI funding allocated in 2018. ▪ \$178,776 in HPS funding allocated in 2018. 	<i>Although this is a step towards 'sustainable' funding, the target is not met until the funding is secured for the long-term or provided annually.</i>
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. 0-2 Years	Continued to fund the Community Mobile Housing Support Program through Crisis Centre North Bay.	\$150,000 (CHPI)	<ul style="list-style-type: none"> ▪ CCNB Community Mobile Housing Support Program 130 households. 	<i>Target has been met.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
1.1.3.	Provide resources to shelters and soup kitchens to enable the provision of comprehensive services and to work with clients in order to coordinate services.	<p>Individuals in shelters/ soup kitchens are aware of, and can access, the services they need.</p> <p>0-2 Years</p>	<p>Continued funding for Emergency Shelter and Overflow Services through Crisis Centre North Bay.</p> <p>Continued funding for the Four Elms Shelter through Crisis Centre North Bay.</p> <p>Provided funding to Super Suppers to provide the community with 4 evening meal options a week through the Gathering Place,</p>	<p>\$169,627 (CHPI)</p> <p>\$200,000 (CHPI)</p> <p>\$20,000 (HCF)</p>	<ul style="list-style-type: none"> Provided overflow services to 199 households. Funding allowed for 24 hour emergency, intake and assessment, 24 hour staffing, safe/secure accommodations and shelter diversion and rapid re-housing options. Average length of stay in shelter was 9.1 nights in 2018. Funding provided 55,000 meals to community members. 	<p><i>Target has been met.</i></p>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
			<p>North Bay's Community Soup Kitchen. Provided funding to The Gathering Place to support the Nipissing District Food Outreach program which consists of the Good Food Box and food rescue projects.</p> <p>Provided funding to the Gathering Place to support the Warming Centre</p>	<p>\$15,000 (HCF)</p> <p>\$30,000 (HCF)</p>	<ul style="list-style-type: none"> Funding provided 46,000 Good Food Boxes and/or food rescue services to community members. Funding supported 2,145 visits to the Warming Centre. This included services to individuals who stayed overnight as well as those who utilized drop in services. 	
1.1.4.	Ensure there is a wide range of supports and services to meet the needs of women and children fleeing violence.	<p>Individuals fleeing violence receive appropriate supports.</p> <p>0-2 years</p>	Assisted survivors of domestic violence and survivors of human trafficking with application submissions to the Portable Housing	\$25,027.94 (MMAH)	<ul style="list-style-type: none"> 19 households were approved and received a monthly housing subsidy in 2018. 	<i>Target has been met.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
			Benefit – Special Priority Policy Program. Continued to fund True Paths through True Self Debwewendizwin. Continued to fund Empowering Paths through True Self Debwewendizwin.	\$42,800 (HCF) \$30,000 (HCF)	<ul style="list-style-type: none"> 26 individuals from the rural Nipissing District were supported through the opportunity to access employment, training and education services. 136 individuals (men and women) affected by domestic violence were assisted through the hiring of more support staff, extended business hours, and increased accommodations. 	
1.1.5.	Ensure service providers' hours of operation allow individuals and	Individuals who work can access support services and programs.	Funded the LIPI (Low Income People Involvement of Nipissing) & DNSSAB	\$783,413 (CHPI)	<ul style="list-style-type: none"> Provided financial assistance to stabilize 1357 unique households 	<i>Target has been met.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
	families who are at risk of homelessness and work during the day to access services and programs.	0-2 years	Household Benefits. Funded the Homelessness Prevention Services through Low Income People Involvement of Nipissing. Funded Shelter Supports: Rehousing through the Crisis Centre North Bay. Provided funding for the Community Volunteer Income Tax Program through Low Income People Involvement of Nipissing.	\$275,000 (CHPI) \$42,800 (HPS) \$10,000 (HCF)	experiencing homelessness or at risk of homelessness. <ul style="list-style-type: none"> Assisted 763 unique households with housing services that prevent households at risk of homelessness to maintain housing. Assisted 150 households in 2018. 2,713 individuals were assisted with filing income tax returns to ensure current assessments for OW, CTC, OTB, OAS etc. 	
1.1.6.	Accroître les services bilingues pour les femmes qui sont	Francophone women fleeing violence receive	All services funded through Provincial and/or Federal	N/A	DNSSAB services are available in both official languages.	<i>Target has been met.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
	<p>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>Increase 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>	<p>appropriate supports.</p> <p>0-2 years</p>	<p>funding is required to be offered in French and English.</p>			

Strategy 2: Develop a 'Housing First' definition and program options for Nipissing District.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
1.2.2.	Investigate options to increase funding to meet housing, transportation and daily living needs.	People have funding to access appropriate housing. 3-5 years	Initial funding for Nipissing Travellink has ended, effective March 31 st , 2018. At this time there is no funding available to support the continuation of the Nipissing Travellink Program.	Project was funded in 2017 (MTO)	<ul style="list-style-type: none"> Total of 1250 one-way trips and 1348 passengers served. Majority of riders travelled between Jan 2017- Mar 2018. 	<i>Progress has been made but more action is needed.</i>

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

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
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Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
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. 0-2 years	Crisis Management Response Team has been established in collaboration with community partners that offers crisis intervention services to citizens in crisis.	N/A	<ul style="list-style-type: none"> Collaboration on several emergency situations including: condemned buildings, fire, flooding, structurally unstable units etc. 	<i>Target achieved.</i>

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

	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
1.4.1.	Investigate 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. 3-5 years	<p>Provided funding to Crisis Centre North Bay's Futures Residence to assist Youths experiencing anxiety to access services and supports required.</p> <p>Provided funding to LIPI for the Recreation and</p>	<p>\$ 72,556.66 (HPS)</p> <p>\$30,000 (HCF)</p>	<ul style="list-style-type: none"> Assisted 10 youth each month in 2018. 311 low income families were supported with a 	Target has been met.

	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
			<p>Community Engagement Fund.</p> <p>Provided funding to Big Brothers Big Sisters of North Bay and District for the Go Girls and Game On program.</p>	\$20,000 (HCF)	<p>venue for exploring art, culture and community programs (i.e. Cubs, scouts, brownies, art classes, music lessons).</p> <ul style="list-style-type: none"> 93 youth aged 11-14 years old are provided with mentoring services to increase physical, intellectual, emotional, social and cultural well-being. The program seeks to end the cycle of poverty. 	

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

	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
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	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
1.5.1.	Community agencies advocate for homeless/at-risk of homelessness individuals and/or families in the community, including the need for accessible and supportive/supported housing.	When signing new homelessness services agreements with DNSSAB, agencies agree to become advocates. 0-2 years	Provided funding for the Identification Clinic through Crisis Centre North Bay. CHPI contracted Service Providers act as Advocates for households. Includes: LIPI and Crisis Centre North Bay.	\$ 25,790.35 (HCF) See section 1.1.2., 1.1.3., & 1.1.5.	<ul style="list-style-type: none"> ▪ 56 individuals accessed services from July 1st to September 30th 2018 and were assisted with applying for essential identification. ▪ N/A 	<i>Progress has been made to achieve the target.</i>
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. 0-2 years	Provided rent subsidy through the Strong Communities Rent Supplement Program (SCRSP) in partnership with CMHA. Collaboration occurs between agencies at NDHHP table meetings and during activities related to	See Section 3.3.1.	<ul style="list-style-type: none"> ▪ Maintained funding to subsidize 11 units with CMHA. ▪ Agencies are working closely together to support clients' needs through referrals to 	<i>Progress has been made to achieve the target.</i>

	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
			the NDHHP.		appropriate services, advocacy etc.	
1.5.3.	Homelessness support providers develop linkages with landlords.	Improved partnerships between homelessness support providers and landlords. 0-2 years	<p>Provided housing allowance rental subsidy to the chronic and episodically homeless through assistance with the Crisis Centre and LIPI.</p> <p>HPS and CHPI funded projects continue to work closely with landlords.</p> <p>NDHHP members made contact with Near North Landlord Association including: attending education committee meetings and making presentations about</p>	See Section 3.3.1. (IAH-E)	<ul style="list-style-type: none"> 15 Housing Allowance rental subsidies provided through IAH-E and 12 provided through CHPI Housing Allowance. 	<i>Progress has been made to achieve the target.</i>

	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
			services offered.			

Strategic Objective 2: Improving Housing Stability

Key Performance Indicator: The number of people evicted from their homes is decreased by 20%.

Key Performance Indicator: The number of people who lose their housing for reasons other than eviction is decreased by 20%.

Strategy 1: Develop a Housing Eviction Prevention Program.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
2.1.1.	Create a Housing Eviction Prevention Program.	Tenants remain housed. 0-2 years	DNSSAB's Homelessness Prevention Navigator and LIPI staff administer CHPI household benefits to prevent eligible applicants from eviction. Funded the Homelessness Prevention Services through Low Income People Involvement of Nipissing.	See Section 1.1.5. for Homelessness Prevention Services.	<ul style="list-style-type: none"> In 2018, \$67,551.28 in CHPI household benefits were administered to assist residents with rental arrears. Assisted 763 unique households with housing services that prevent households at risk of homelessness to maintain housing. 	<i>Target has been met.</i>
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. 0-2 years	Continued the Community Mobile Housing Support Services through Crisis Centre North Bay.	See Section 1.1.2.	<ul style="list-style-type: none"> Assisted 130 unique households with housing services that progress households across the housing continuum. 	<i>Target has been met.</i>

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

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
2.2.1.	Advocate for increased funding, supports and services for people to remain housed.	Tenants and homeowners have appropriate supports services they need to stay in their home. 3-5 years	Continued to fund the Community Mobile Housing Support Services through Crisis Centre North Bay. Continued to fund Homelessness Prevention Services through Low Income People Involvement of Nipissing. Continued to fund the Essential Health Fund through Low Income People Involvement of Nipissing.	See Section 1.1.2. (CHPI) See Section 1.1.5. (CHPI) \$30,000 (HCF)	<ul style="list-style-type: none"> ▪ Assisted 130 unique households with housing services that progress households across the housing continuum. ▪ Provided 669 unique households with services to maintain housing. ▪ Provided financial support for health related items for 86 low income citizens. 	<i>Target has been met.</i>
2.2.2.	Develop a coordinated inter-service Case Management Model for the repetitive homeless, youth, VDV and Aboriginal populations.	Coordinated support services are available for the repetitive homeless, youth, VDV, and Aboriginal populations.	DNSSAB staff continue to learn about using HIFIS 4.0 as a tool to support Coordinated Access.	N/A	<ul style="list-style-type: none"> ▪ DNSSAB staff attended HIFIS 4 webinars hosted by Employment and Service Development 	<i>Progress has been made.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
		3-5 years			Canada (ESDC)	
2.2.3.	Establish a community development worker position to support tenants in social housing.	Tenants in social housing receive the necessary supports. 3-5 years	Full time Tenant Retention Officer added to the Tenant Services Department of DNSSAB-Operations (NDHC).	N/A	<ul style="list-style-type: none"> Tenants residing in NDHC units are supported to retain their housing. 	<i>Progress has been made to achieve the target.</i>
2.2.4.	Create service linkages between the Nipissing District Housing Corporation and shelters.	Supports are available for social housing tenants. 3-5 years	Continued to fund the Community Mobile Housing Support Services through Crisis Centre North Bay.	See Section 1.1.2.	<ul style="list-style-type: none"> Assisted 130 unique households with housing services that progress households across the housing continuum. 	<i>Progress has been made to achieve the target.</i>

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

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
2.3.1.	Create discharge plans that include services and programs available in the community.	Successful housing placement for individuals discharged from correctional	North Bay Regional Health Centre (NBRHC) and the North Bay Jail are	N/A	<ul style="list-style-type: none"> Increased dialogue between North Bay Jail, NBRHC and housing and 	<i>Progress has been made to achieve the target.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
		facilities or hospitals. 3-5 years	represented at the Nipissing District Homelessness and Housing Partnership (NDHHP).		homelessness providers.	
2.3.2.	Create formal linkages between organizations that discharge individuals and organizations that support individuals and housing providers.	Coordination of services after individual is discharged to increase housing stability. 3-5 years	North Bay Regional Health Centre (NBRHC) and the North Bay Jail are represented at the Nipissing District Homelessness and Housing Partnership (NDHHP).	N/A	<ul style="list-style-type: none"> Increased dialogue between NBRHC, North Bay Jail and housing and homelessness providers. 	<i>Progress has been made to achieve the target.</i>

Strategy 4: Develop Rural Outreach and Transportation Services to support seniors and others in stable housing.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
2.4.1.	Create a central advertisement/ website for carpooling/ transportation.	Rural citizens have better access to planning transportation. 3-5 years	Initial funding for Nipissing Travellink has ended effective March 31 st , 2018. Travellink provided transportation from Mattawa to North	Project was funded in 2015 until March 31 st 2018. (MTO)	<ul style="list-style-type: none"> The Travellink project was funded up until March 31st 2018. All information regarding Nipissing Travellink was found 	Progress has been made but more action is needed.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
			<p>Bay with service stops to several municipalities in between.</p> <p>At this time there is no funding available to support the continuation of the Nipissing Travellink Program.</p>		<p>on the Belanger Brownway Bus Lines website. Nipissing Travellink also had a Facebook page that was regularly updated.</p>	
2.4.2.	Advocate for the need of reliable transportation as a measure of housing stability and retention.	<p>Government understands the transportation needs of rural/Northern communities.</p> <p>0-2 years</p>	<p>Initial funding for Nipissing Travellink has ended, effective March 31st, 2018. Travellink provided transportation from Mattawa to North Bay with service stops to several municipalities in between.</p> <p>At this time there is no funding available to support the continuation of the Nipissing Travellink Program.</p>	Project was funded in 2015 until March 31 st 2018. (MTO)	<ul style="list-style-type: none"> ▪ The program helped to meet general transportation demand in the eastern rural municipalities, which do not have conventional transit service due to their relatively small populations and longer travel distances. ▪ Total of 1250 1 way trips, total of 1348 passengers served. Majority of riders travelled between Jan 2017- Mar 2018. 	Progress has been made but more action is needed.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
					<ul style="list-style-type: none"> The DNSSAB supports the application of future projects that address the need for reliable transportation in rural communities. 	
2.4.3.	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. 3-5 years	Initial funding for Nipissing Travellink has ended effective March 31 st , 2018. Travellink provided transportation from Mattawa to North Bay with service stops to several municipalities in between.	Project was funded in 2015 until March 31 st 2018. (MTO)	<ul style="list-style-type: none"> The program helped to meet general transportation demand in the eastern rural municipalities, which do not have conventional transit service due to their relatively small populations and longer travel distances. 	<i>Progress has been made to achieve the target.</i>

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

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
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Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
2.5.1.	Community services funding for client purchases of medical equipment and home renovations.	<p>Clients can remain in their own homes with appropriate adaptive equipment.</p> <p style="text-align: center;">3-5 years</p>	<p>Continued to assist eligible citizens through the Ontario Renovates Program.</p> <p>Continued to fund the Essential Health Fund through Low Income People Involvement of Nipissing.</p> <p>Funded the Emergency Dental Assistance Fund through Low Income People Involvement of Nipissing.</p> <p>Funded the Denture Assistance Fund through Low Income People Involvement</p>	<p>See below</p> <p>See Section 2.2.1.</p> <p>\$30,000 (HCF)</p> <p>\$30,000 (HCF)</p>	<ul style="list-style-type: none"> ▪ In 2018, \$136,622.50 in Ontario Renovates funding was allocated to assist 6 homeowners with housing accessibility retrofitting. ▪ 89 individuals received financial support for health related items such as prescriptions, assisted devices, head lice treatment and more. ▪ 28 individuals received financial support to address emergency dental services. ▪ 14 individuals received financial support to assist with the cost of obtaining 	<p><i>Progress has been made in order to achieve the target.</i></p>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
			of Nipissing.		dentures.	
2.5.2.	Advocate for grants to maintain/ retrofit homes and condominiums.	People can access grants to retrofit or maintain housing. 3-5 years	Continued to assist eligible citizens through the Ontario Renovates Program.	\$318,065 (IAH, SIF)	<ul style="list-style-type: none"> Assisted 13 households with funding for retrofitting and maintaining housing. 	<i>Target has been met.</i>
2.5.3.	Increase supported housing - in conjunction with LHIN targets - to assist seniors to be able to remain in their own homes.	Senior citizens can remain in their own home. 3-5 years	Continued to assist eligible citizens through the Ontario Renovates Program.	See Section 2.5.2.	<ul style="list-style-type: none"> In 2018, 35% of the total Ontario Renovates funding was allocated to assist senior homeowners with funding for retrofitting and maintaining housing. 	<i>Progress has been made in order to achieve the target.</i>
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. 3-5 years	Continued to assist eligible citizens through the Ontario Renovates Program.	See Section 2.5.2.	<ul style="list-style-type: none"> In 2018, 20% of the total Ontario Renovates seniors funding was allocated to assist senior homeowners living in South Algonquin. 	<i>Progress has been made in order to achieve the target.</i>
2.5.5.	Provide ongoing management and support to maintain the older adults living with mental illness in the	Older adults with a mental illness can remain in the community.	Continued the Community Paramedicine Program.	See Section 2.5.7.	<ul style="list-style-type: none"> Improved accesses to primary healthcare, reduced non-urgent 911 calls, and preventative 	<i>Progress has been made.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
	community.	3-5 years			healthcare and education to patients.	
2.5.6.	Advocate and expand funding for respite, personal support, and rehabilitation therapies (occupational therapy, physiotherapy, speech-language pathology) for adult patients to support patients in their home setting.	Adult patients receive health supports to remain in their own homes. 3-5 years	Continued to support the Community Paramedicine Program.	See Section 2.5.7.	<ul style="list-style-type: none"> Adults are supported through home visits, wellness clinics, and referrals. 	<i>Progress has been made.</i>
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. 3-5 years	Continued the Community Paramedicine Program.	\$137,000 (LHIN)	<ul style="list-style-type: none"> Enrolled clients: 441 Home visits: 395 Non face-to-face visits: 221 Patients attending wellness clinic: 1158 Community referrals: 323. 	<i>Target has been met.</i>

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

Key Performance Indicators: A 20% increase in the affordable housing supply.

Key Performance Indicators: A 20% decrease in the waiting time for a single person household applicant looking for housing.

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	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
3.1.2.	Develop tools to monitor, measure and evaluate secondary suites.	Impact of secondary suites is known. 3-5 years	The Planning Department at the City of North Bay presented to the NDHHP on new policies regarding secondary suites. Education around secondary suites will be shared with	N/A	<ul style="list-style-type: none"> ▪ More resources available for interested homeowners. 	<i>Progress has been made in order to achieve the target.</i>

			landlords. The City of North Bay passed an amendment to the Official Plan (Official Plan Amendment 20) and Zoning By-law (By-law 2018-46) that permits Secondary Dwelling Units in the City of North Bay. Helpful guides and a FAQs sheet are now available on the City website.			
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Strategy 3: Explore opportunities to expand Rent Supplement and Housing Allowance.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
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3.3.1.	Advocate for increased funding for rent supplement and housing allowance programs.	Increased funding. 0-2 years	Increased the funding to the Housing Allowance program through SIF and CHPI. Continued to deliver the Commercial and Strong Communities Rent Supplement programs. Increased the funding to the Commercial Rent Supplement program	\$201,036 (IAH) \$30,000 (CHPI) \$373,487.72 (SCRSP) \$473,742.82 (CRSP)	<ul style="list-style-type: none"> ▪ Housing Allowance program average 89 recipients in 2019. ▪ Strong Communities Rent Supplement Program reached capacity and averaged 56 units in 2018. ▪ Commercial Rent Supplement Program saw an increase of 11 units in 2018. 	<i>Target has been met.</i>
3.3.2.	Review Ontario Renovates guidelines.	Increased applications to Ontario Renovates programs. 0-2 years	Featured the Ontario Renovates Program on the new DNSSAB website to ensure ease of access to the program information including how to apply and FAQs.	N/A	<ul style="list-style-type: none"> ▪ The Ontario Renovates program still continues to be a highly popular program in the District. 	<i>Target has been met.</i>
3.3.3.	Create additional rent subsidies/housing allowances 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.	Continued to deliver the Housing Allowance Program and increased program funding through the Social Infrastructure Fund.	See Section 3.3.1.	<ul style="list-style-type: none"> ▪ Additional funding will prolong the program until 2024. 	<i>Progress has been made in order to achieve the target.</i>

		3-5 years				
3.3.4.	Create additional rent subsidies/housing allowances to address tenants who are over housed, individuals/families in transition, victims of domestic violence.	An increase in affordable housing options for individuals/families who are over housed, in transition or victims of domestic violence. 0-2 years	Assisted survivors of domestic violence and survivors of human trafficking with application submissions to the Portable Housing Benefit – Special Priority Policy Program.	See Section 1.1.4.	<ul style="list-style-type: none"> 19 households were approved and received a monthly housing subsidy in 2018. 	<i>Progress has been made to achieve the target.</i>

Strategy 4: Aligning various funding sources with the Strategic Objectives of the 10-Year Housing and Homelessness Plan.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
3.4.1.	Maximize funding opportunities that align with the strategic objectives of this plan.	Funding is aligned with the strategic objectives. 0-2 years	The 10 Year Plan is driving most investment decisions the DNSSAB makes.	See Table 1-2018 Plan Funding for Objective, Amount and Funding	<ul style="list-style-type: none"> The Board’s investment in the plan was approximately \$4,668,923.03 in 2018. 	<i>Target has been met.</i>

				Source.		
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Strategy 6: Leverage resources in order to maximize affordable housing options.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
3.6.1.	Create a working group between private, non-profit and social housing landlords.	Increased collaboration and dialogue in the community. 0-2 years	DNSSAB participated on the newly formed Near North Landlords Association.	N/A	<ul style="list-style-type: none"> Improved communication between social services providers and landlord. 	<i>Progress has been made to achieve the target.</i>
3.6.2.	Increase opportunities for affordable home ownership.	Existing home ownership opportunities for low-income families are maximized. 0-2 years	Continued to deliver the Homeownership Program.	\$162,220 (IAH, SIF)	<ul style="list-style-type: none"> In 2018, the Homeownership Program provided down-payment assistance to 9 households. 	<i>Significant progress has been made in order to achieve the target.</i>

Strategy 7: Increase the supply of affordable rental housing.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
3.7.1.	Advocate for funding to increase the affordable housing supply.	Funding to create affordable housing. 0-2 years	The Marshall Park Living project in North Bay reached occupancy. The Seniors Villa of East Ferris project in Astorville reached occupancy.	Funded in 2017	<ul style="list-style-type: none"> Marshall Park Living provides 42 affordable rental apartment units to the affordable housing stock in North Bay. The Seniors Villa of East Ferris project in Astorville provides 8 additional affordable row house units for seniors in East Ferris. 	<i>Progress has been made in order to achieve the target.</i>
3.7.2.	Increase the supply of housing for singles.	Singles can find affordable housing units. 3-5 years	The Marshall Park Living project in North Bay reached occupancy.	Funded in 2017	<ul style="list-style-type: none"> 2 bachelor and 8 one-bedroom affordable rental units were developed. 	<i>Progress has been made in order to achieve the target.</i>
3.7.3.	Increase the supply of accessible housing, for singles other than senior citizens.	Non-seniors can find accessible housing. 3-5 years	The Marshall Park Living project in North Bay reached occupancy.	Funded in 2017	<ul style="list-style-type: none"> 2 bachelor, 8 one-bedroom, 14 two-bedroom accessible affordable rental units. 	<i>Progress has been made in order to achieve the target.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
3.7.4.	Address the need for more two-bedroom units for low-income individuals/ families and seniors.	Two-bedroom rental supply is sufficient to meet demand. 3-5 years	The Marshall Park Living project in North Bay reached occupancy. The Seniors Villa of East Ferris project in Astorville reached occupancy.	Funded in 2017	<ul style="list-style-type: none"> ▪ 32 two-bedroom affordable rental units. ▪ 8 two-bedroom affordable rental units for seniors. 	<i>Progress has been made in order to achieve the target.</i>
3.7.5.	Increase the supply of housing for senior citizens.	Seniors can find affordable housing. 3-5 years	The Marshall Park Living project in North Bay reached occupancy. The Seniors Villa of East Ferris project in Astorville reached occupancy.	Funded in 2017	<ul style="list-style-type: none"> ▪ 32 two-bedroom affordable rental units. ▪ 8 two-bedroom affordable rental units for seniors. 	<i>Progress has been made in order to achieve the target.</i>
3.7.6	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. 0-2 years	DNSSAB representatives advocated at the Ministry level for surplus schools to be provided to DSSAB's at a nominal value.	N/A	<ul style="list-style-type: none"> ▪ DSSAB's are still required to pay market value for surplus schools. However, DSSAB's now get priority status for surplus schools as a result of advocacy. 	<i>Target has been met.</i>

Strategy 9: Increase the supply of supported/supportive housing.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
3.9.4.	Ensure that any increase in the housing supply includes the delivery of supports for seniors and persons with disabilities.	Adequate supports are available for the housing supply. 3-5 years	Preferential scoring is awarded to proposals that include accessibility.	N/A	<ul style="list-style-type: none"> Resulted in the creation of 2 bachelor, 8 one-bedroom, 22 two-bedroom accessible affordable rental units in 2018. 	<i>Target has been met.</i>

Strategic Objective 4: Sustaining and Expanding the Housing Portfolio

Key Performance Indicator: 100% of Nipissing District’s social and affordable housing stock has implemented an Asset Management Plan.

Key Performance Indicator: A 50% increase in the number of accessible units in social housing.

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

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
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4.1.1.	Develop an Asset Management Plan.	<p>A plan that will guide decisions regarding asset renewal/ redevelopment in the social housing portfolio.</p> <p>0-2 years</p>	<p>DNSSAB- Housing Operations has managed their assets through the use of asset management software.</p> <p>Funded projects to improve the sustainability of social housing through the Social Housing Improvement Program (SHIP).</p>	<p>N/A</p> <p>\$645,134.73 (SIF)</p>	<ul style="list-style-type: none"> ▪ The software has guided decisions regarding maintenance and short term capital works for the housing portfolio. ▪ Assisted 14 housing providers, which provide 1158 units with repairs and retrofits to ensure social housing's long term physical sustainability. 	<p><i>Full Asset Management Plan has yet to be completed. Requires further uptake by other housing providers.</i></p>
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Strategy 3: Realize economies in the social housing portfolio.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
4.3.1.	Commission a review of the social housing portfolio, including mandates and rent-geared to income target plans.	Current and future social housing will match the demographic and socio-economic characteristics of the client population.	Conducted operational reviews of selected Housing Providers to evaluate performance and promote efficient operations.	N/A	<ul style="list-style-type: none"> ▪ In 2018, DNSSAB conducted 5 operational reviews of District Housing Providers. 	<p><i>Progress has been made in order to achieve the target.</i></p>

		0-2 years				
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Strategy 4: Maintain Nipissing’s service level of standards in social housing.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
4.4.1.	Research and develop options for the maintenance of service level standards, after operating agreements with housing service provider’s end.	A plan is in place to assist providers as their operating agreements end. 3-5 years	Housing Administrators continue to meet with Housing Providers prior to the expiry of operating agreements.	N/A	<ul style="list-style-type: none"> ▪ Discussions held on long term planning. 	<i>Ongoing process.</i>
4.4.2.	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. 3-5 years	Housing Administrators continue to meet with Housing Providers prior to the expiry of operating agreements.	N/A	<ul style="list-style-type: none"> ▪ Discussions held on long term planning. 	<i>Ongoing process.</i>
4.4.3.	Research and develop options with Urban Native housing providers for the maintenance of service level standards and assist with financial plans after operating	A plan is in place to assist providers as their operating agreements end. 3-5 years	Housing Administrators continue to meet with Housing Providers prior to the expiry of operating	N/A	<ul style="list-style-type: none"> ▪ Discussions held on long term planning. 	<i>Ongoing process.</i>

	agreements expire.		agreements.			
4.4.4.	Investigate changes to the current RGI system.	More stable and predictable revenue for housing service providers. 0-2 years	Delivered the Portable Housing Benefit – Special Priority Policy through the Province.	See Section 1.1.4.	<ul style="list-style-type: none"> 19 households were approved and received a monthly housing subsidy in 2018. 	<i>Progress has been made in order to achieve the target.</i>

Strategy 5: Create opportunities to facilitate new housing projects.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
4.5.1.	Create a “Housing Development Corporation” in partnership with the NDHC with full powers including the ability to borrow funds for the purpose of developing/facilitating, owning and/or managing new housing	A housing development corporation which facilitates the creation of new affordable housing opportunities. 3-5 years	NDHC has acted as the purchaser, owner and property manager of two school properties in partnership with the DNSSAB.	N/A	<ul style="list-style-type: none"> DNSSAB through NDHC is able to purchase properties that have the potential for increased affordable housing units. 	<i>Significant progress has been made in order to achieve the target.</i>

	projects.					
4.5.3.	Investigate the creation of additional seniors housing in Mattawa.	The housing supply in Mattawa meets the needs of senior citizens. 0-2 years	Presented on affordable housing tools to facilitate seniors housing at the Mattawa Golden Age Club.	N/A	<ul style="list-style-type: none"> ▪ The presentation led to a community group being expanded and began discussions with the municipality on surplus land. 	<i>Progress has been made in order to achieve the target.</i>
4.5.4.	Investigate the creation of additional units to meet changing demographic and socio-economic needs.	Acceptable housing is available. 6-10 years	<p>The Marshall Park Living project in North Bay reached occupancy.</p> <p>The Seniors Villa of East Ferris project in Astorville reached occupancy.</p>	Funded in 2017	<ul style="list-style-type: none"> ▪ Marshall Park Living provides 42 affordable rental apartment units to the affordable housing stock in North Bay. ▪ The Seniors Villa of East Ferris project in Astorville provides 8 additional affordable row house units for seniors in East Ferris. 	<i>Progress has been made in order to achieve the target.</i>

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

Key Performance Indicator: 100% of the Strategies and Actions contained in the Annual Work plans are implemented.

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

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
5.1.1.	Develop a communication strategy for the 10 Year Housing and Homelessness Plan.	DNSSAB stakeholders (as defined in the DNSSAB Strategic Plan 2015) are aware of the plan. 0-2 years	Created a condensed 10 Year Housing and Homelessness Plan annual update to accompany the larger report.	N/A	<ul style="list-style-type: none"> Communicated to community partners, District municipalities and to the general public. 	<i>Progress has been made in order to achieve the target.</i>
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. Annually	10 Year Housing and Homelessness Plan updates have been reported on annually since its inception in 2014.	N/A	<ul style="list-style-type: none"> Annual updates are posted on DNSSAB website. 	<i>Target has been met.</i>

Strategy 2: Strengthen the partnership with the Nipissing District Housing Registry Inc. and non-profit housing providers.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
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Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
5.2.1.	Identify common areas of concern and opportunities.	Increased housing opportunities and collaboration. 3-5 years	DNSSAB approved the integration of the Nipissing District Housing Registry.	N/A	<ul style="list-style-type: none"> The integration will allow for better alignment of housing services and will improve data collection and analysis of housing need. 	<i>Progress has been made in order to achieve the target.</i>
5.2.2.	Increase collaboration between the Nipissing District Housing Registry Inc. and Nipissing District Homelessness and Housing Partnership.	The NDHR Inc. and the NDHHP are working collaboratively. 3-5 years	DNSSAB approved the integration of the Nipissing District Housing Registry.	N/A	<ul style="list-style-type: none"> The integration will allow for better alignment of housing and homelessness services. 	<i>Progress has been made in order to achieve the target.</i>

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

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
5.3.2.	Create linkages between municipalities, developers, DNSSAB and affordable housing providers.	Enhanced collaboration between municipalities, developers and affordable housing landlords. 6-10 years	City of North Bay Planning Department presented to the NDHHP on the new secondary suites policies. DNSSAB Board members and Housing Committee members include representation from various municipalities in the District.	N/A	<ul style="list-style-type: none"> Municipalities work together to discuss housing solutions in the District. 	<i>Progress has been made.</i>
5.3.3.	Participate in local, northern and provincial working groups.	Increased collaboration and awareness of Northern housing and homelessness issues. Annually	RGI simplification Working Group. Active member of the Ministry of Municipal Affairs and Housing's (MMAH) Local Enumeration of Homelessness Population External Advisory Group.	N/A	<ul style="list-style-type: none"> The concerns and issues in relation to housing and homelessness were communicated to the various levels of government. 	<i>Progress has been made.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
			<p>Active member of the North East LHIN Expert Housing Panel.</p> <p>Active member of Housing Services Corporation's (HSC) Service Manager Advisory Committee.</p> <p>Active member of Housing Partnership Canada's (HPC) Canadian Housing Bank Steering Committee.</p> <p>Actively collaborate with local municipal planning boards.</p> <p>Active member of the Northern Service Manager Housing Group.</p> <p>Active member of the Long-Term</p>			

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
			Affordable Housing Strategy Working Group. Active member of the Access and Coordination Working Group.			
5.3.4.	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. 0-2 years	DNSSAB has continued its role of CE – Community Entity (2015-2019).	See HPS funded action items in Section 1.	<ul style="list-style-type: none"> Increased collaboration with community services providers to tackle housing and homelessness issues in the District. 	<i>Target has been met.</i>
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. 3-5 years	DNSSAB approved the integration of the Nipissing District Housing Registry.	N/A	<ul style="list-style-type: none"> The integration will allow for better alignment of housing services and will improve data collection and analysis of housing need. 	<i>Progress has been made in order to achieve the target.</i>

Strategy 4: DNSSAB recognize and support the Nipissing District Homelessness and Housing Partnership.

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
5.4.1.	The NDHHP provides advice on issues related to homelessness.	DNSSAB is more informed on homelessness issues. 0-2 years	DNSSAB continues to participate in monthly NDHHP meetings.	N/A	<ul style="list-style-type: none"> ▪ DNSSAB is the host and provides administrative support for the NDHHP. DNSSAB is also the Community Entity for the Homelessness Partnership Strategy (HPS). 	<i>Target has been met.</i>
5.4.2.	The NDHHP investigates the further development of 'No Wrong Door'.	Individuals receive support from a collaboration of agencies. 3-5 years	<p>The 'No Wrong Door' concept is supported at the NDHHP as service providers work together to meet the needs of clients in the District.</p> <p>DNSSAB Housing and Ontario Works staff actively contribute to the Gateway Hub, assisting high-risk and vulnerable clients to stabilize aspects of their life.</p>	N/A	N/A	<i>Ongoing process.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
5.4.3.	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. Annually	NDHHP continues to be interested in being involved with implementing the 10 Year Plan.	N/A	<ul style="list-style-type: none"> The annual work plan has not been endorsed by the CAB in 2018. 	<i>Ongoing process.</i>

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

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
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.	DNSSAB stakeholders will know the housing needs of citizens in Nipissing District. 3-5 years	Ongoing discussions with Federal and Provincial ministries at many levels, to communicate the housing needs in Nipissing District and advocate for program funding. Applied for energy efficiency retrofit	N/A	<ul style="list-style-type: none"> DNSSAB was approved for GreenOn and SHAIIP. However, both programs were cancelled by the incoming government. 	<i>Ongoing process.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
			funding for social housing buildings through GreenON Social Housing and the Social Housing Apartment Improvement Program (SHAIP).			
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. 3-5 years	Participated on committees & working groups at all levels of government.	N/A	<ul style="list-style-type: none"> Increased collaboration with community services providers to tackle housing and homelessness issues in the District. 	<i>Ongoing process.</i>
5.5.4.	Advocate for a National Housing Strategy.	Sustainable and predictable long term funding for affordable housing initiatives. 3-5 years	National Housing Strategy (NHS) was released on November 22, 2017.	N/A	<ul style="list-style-type: none"> \$40 billion Plan over the next 10 years to improve housing across Canada. 	<i>Target has been met.</i>

Strategy 6: Develop Indigenous housing solutions

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
5.6.1.	Develop partnerships between non-Indigenous service providers and Indigenous service providers, elders, community members.	Indigenous housing solutions are developed and implemented. 0-2 Years	DNSSAB staff continues to actively participate in the Urban Aboriginal Strategy, Community Action Circle at the North Bay Indian Friendship Centre). North Bay Indigenous Friendship Centre staff and Ojibway Women's Lodge staff actively sit on the Nipissing District Housing and Homelessness Partnership (NDHHP).	N/A	<ul style="list-style-type: none"> ▪ Homelessness issues are discussed collaboratively with Indigenous and non-Indigenous community stakeholders. 	<i>Ongoing process.</i>

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

Key Performance Indicator: That public satisfaction with the homelessness system increase 20%.

Key Performance Indicator: That tenant satisfaction is increased by 20%.

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

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
6.1.1.	Ensure the service and program inventory (No Wrong Door) is bilingual and accessible to the public through the DNSSAB web page.	The directory is available in French. 3-5 years	No Wrong Door website is no longer in operation. DNSSAB launched a new website which is bi-lingual.	N/A	<ul style="list-style-type: none"> ▪ Bilingual DNSSAB website is available to the public. 	<i>Ongoing process.</i>
6.1.3.	Offer information sessions to youth and individuals/families in shelters/ transitional housing, on the services offered by DNSSAB/, the Nipissing District Housing Registry Inc. and NDHC.	Shelter youth/adults aware of programs in the community. 3-5 years	Presented on DNSSAB housing and homelessness programs at the MotherCare program through the Children's Aid Society and at the Community Resources Education Night through the Near	N/A	<ul style="list-style-type: none"> ▪ Welcomed MotherCare participants and Landlord Association members to connect with DNSSAB staff regarding housing. 	<i>Ongoing process.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
			North Landlords Association.			
6.1.4.	Ensure there is a community ownership and understanding of homelessness.	There is a community vision of homelessness. 6-10 years	Enumeration took place across the District. Training was provided to approximately 80 volunteers. Federal and Provincial definitions of homelessness were used to report results.	\$25,000 (ESDC)	<ul style="list-style-type: none"> ▪ Enumeration results were published to the DNSSAB website and circulated to all organization who took part in Enumeration. ▪ Enumeration results were presented to the community during three separate presentations, followed by a Q & A session and discussion. 	<i>Ongoing process.</i>
6.1.5.	<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-abrisme.</i>	A better informed Francophone community. 3-5 years	The DNSSAB website and notices from the DNSSAB are published in French and English. The Enumeration survey and advertisements were translated	N/A	<ul style="list-style-type: none"> ▪ Citizens and community partners who would like service in French can be served in their preferred language. 	<i>Ongoing process</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
	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>from English to French.</p> <p>The Homelessness Prevention Navigator position at the DNSSAB is bilingual</p> <p>One of the Housing Program Administrator positions is bilingual.</p>			
6.1.7.	Communication campaign highlighting programs in the community.	<p>Informed public.</p> <p>3-5 years</p>	Launched a new DNSSAB website to improve program accessibility to the public.	N/A	<ul style="list-style-type: none"> Bi-lingual website is available to assist the public with understanding the programs and services offered at the DNSSAB. 	<i>Ongoing process.</i>
6.1.8.	Ensure Nipissing District municipalities are aware of DNSSAB services and programs.	<p>Municipalities are knowledgeable of DNSSAB services and programs.</p> <p>3-5 years</p>	<p>Continued to update housing providers and the public through Housing Services Notices.</p> <p>Housing Services presents DNSSAB Board members</p>	N/A	<ul style="list-style-type: none"> A total of 11 Housing Services Notices were released in 2018. Board members who represent municipalities in 	<i>Ongoing process to further inform the public.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
			with updates on programs and services.		Nipissing District are able to share information and updates with their respective municipalities.	

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

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
6.2.2.	Share information and data collected on housing and homelessness needs with citizens and all levels of government.	Create an annual report based on key indicators. 3-5 years	Conducted the federal and provincial enumeration of homelessness which was accompanied by a published report and presentations to the community.		<ul style="list-style-type: none"> Everyone Counts-Enumeration data was published on the DNSSAB website. Presentations were made to community partners and associated committees. 	<i>Progress has been made in order to achieve the target.</i>
6.2.3.	Disseminate educational materials that target the stigma and beliefs about homelessness especially as it pertains to certain	Reduce stigma about homeless group/certain populations.	Conducted the federal and provincial enumeration of homelessness	N/A	<ul style="list-style-type: none"> Everyone Counts-Enumeration data was published on the DNSSAB website. Presentations were 	<i>Progress has been made in order to achieve the target.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
	groups e.g. VDV, youth, singles, Aboriginals etc.	3-5 years	which was accompanied by a published report and presentations to community partners.		made to community partners and associated committees.	
6.2.4.	Increase awareness of the needs and challenges homeless individuals and/or families (and organizations that assist them) encounter.	Public is more aware of the challenges faced by individuals and/or families who are homeless. 3-5 years	DNSSAB issued several media releases in 2018 related to housing and homelessness issues.	N/A	<ul style="list-style-type: none"> The public was made aware of homelessness enumeration activities, Enumeration results, advocacy at Queen’s Park on the importance of coordinated social services systems, and homelessness resources available in the District. 	<i>Progress has been made.</i>

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

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
6.5.1.	Create a quality assurance framework for social housing.	Reliably delivered housing programs 3-5 years	Continued to conduct operational reviews of housing providers.	N/A	<ul style="list-style-type: none"> Conducted five operational reviews in 2018 to improve operational efficiencies. 	<i>Ongoing process.</i>
6.5.2.	Create annual tenant satisfaction surveys.	Better informed housing providers/agencies of the needs of tenants. 3-5 years	Tenant surveys were administered to DNSSAB-Operations (NDHC) tenants at 365 Lakeshore as part of the Edgewater Collaborative project aimed at providing wrap around supports to Edgewater tenants.	N/A	<ul style="list-style-type: none"> Survey responses were used to inform decision making as it relates to supporting tenants. 	<i>Progress has been made in order to achieve the target.</i>
6.5.3.	Discover the needs of clients on the social housing registry waiting list through, surveys or the registry administrative information system.	Better informed NDHR Inc. and DNSSAB on the needs of individuals waiting for social housing. 3-5 years	DNSSAB accessed social housing waitlist data in the fall of 2018.		<ul style="list-style-type: none"> Began to analyze live Centralized Waiting List data through data analysis software. 	<i>Ongoing process.</i>

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

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
6.6.1.	Streamline the existing shelter and service provider reporting format, so that specific information is captured.	Shelters and Service providers are trained and use HIFIS. 0-2 years	DNSSAB HIFIS Community Coordinator provides ongoing support to 3 providers.	\$20,000 (ESDC)	<ul style="list-style-type: none"> Will provide better data on the District’s homelessness population. 	<i>Progress has been made in order to achieve the target.</i>
6.6.2.	Have current demographic and socio-economic information available, especially as it relates to housing.	Accurate and reliable information about the District’s housing needs. 0-2 years	2016 census housing data was used to update the demographic and socio-economic data found within the 10 Year Housing and Homelessness Plan.	N/A	<ul style="list-style-type: none"> Updated demographic data will be used to inform the 5 Year Review of the 10 Year Plan. Data will provide better insight into the District’s housing situation. 	<i>Progress has been made in order to achieve the target.</i>
6.6.3.	Enhance awareness of homelessness due to migration/ transience.	Advocate for awareness of migration and transience. 3-5 years	The homelessness Enumeration survey included a question related to migration and length of time spent in current community. These results can be used to increase awareness around		<ul style="list-style-type: none"> Enhanced data around migration/transience will lead to better informed advocacy and information sharing on homelessness. 	<i>Progress has been made in order to achieve the target.</i>

Section	Actions	Targets & Timelines	Action Taken	Funding amount and source (if applicable)	Outcomes (if applicable)	Comments
			migration and the transience of homelessness.			
6.6.4.	Create a glossary for Nipissing District as it relates to housing and homelessness.	Consistent housing definitions are used across the District. 3-5 years	DNSSAB uses consistent definitions in RFPs and legal/service agreements. DNSSAB created a reporting tool and definitions document for the CHPI Performance Indicators to ensure all CHPI funded projects use consistent homelessness definitions.	N/A	N/A	<i>Ongoing process.</i>