

BRIEFING NOTE HS13-22

For Information or For Approval

Date: March 23, 2022

Purpose: Homelessness Action Plan Update

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Reviewed by: Justin Avery, Manager of Finance

Approved by: Catherine Matheson, Chief Administrative Officer

Alignment with Strategic Plan: Healthy, Sustainable Communities

Maximize Impact Remove Barriers Seamless Access Learn & Grow

Report HS13-22 provides an update on the progress to date on the Homelessness Action Plan, for information purposes.

BACKGROUND:

- Approved in October 2021, the Homelessness Action Plan provides a clear path of action for staff and the Board to follow, which is realistic, attainable, and within the Board's scope of responsibility and strategic direction.
- The Homelessness Action Plan features seven sections guided by their specific priority and 42 actions. Actions are also tied to associated planning strategies through the 10-Year Housing and Homelessness Plan.
- As part of the implementation of the Homelessness Action Plan, staff will complete quarterly progress reports to be presented to the Board.

CURRENT STATUS/STEPS TAKEN TO DATE:

The Homelessness Action Plan implementation is measured based on the current phase of progress for the 42 action items (see Appendix A). The phases are defined as follows:

- *Not Started* – Work has not begun to implement the action.
- *Initiating* – Action formation; getting a team in place; project charter if necessary; getting things started.

- *Planning* – Finalize action steps/scope; work breakdown and schedules (who does what, when); resources are in place.
- *Execution* – Carrying out the actual work.
- *Monitor & Control* – Holding period to monitor how things are going (and make any changes) before determining that the action is complete.
- *Completed* – The action has been achieved and completed (Note: there may be ongoing work associated with the action but this is the point where for the purpose of the plan, the action has been completed).

As per Figure 1 below, nine or 21% of the action items have been fully completed. The vast majority (55%) of action items are in the initiating or planning phases. At present, only three action items have not been started.

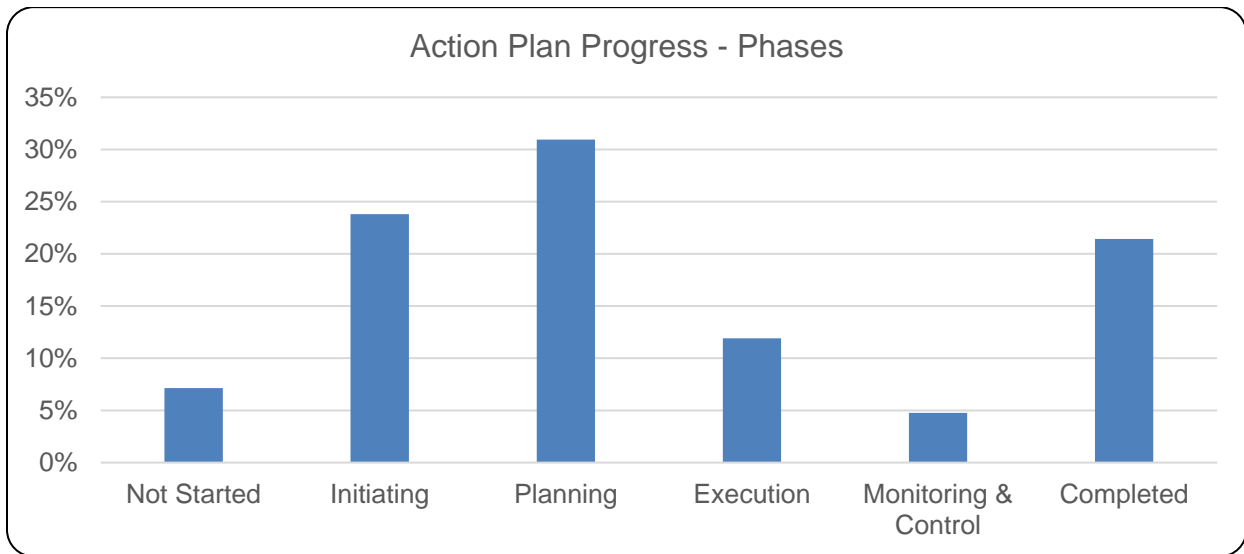


Figure 1 - Action progress phases by frequency of occurrence.

The following are key implementation highlights for the reporting period:

- By-Name List of homeless individuals in the Nipissing District has been developed and is active.
- Data sharing agreements have been signed by all agencies participating in HIFIS 4.0.
- The Low-Barrier Shelter will be funded through SSRF funding where available, and advocacy for sustainable funding continues to occur.
- An Encampment Coordinated Response Table was formed and meets regularly.
- DNSSAB received an increase to its annual allocation for the Canada-Ontario Housing Benefit.
- The North Bay Mobile Nurse Practitioner pilot and the Housing Unit Stability and Recovery pilot continue to provide health and crisis services in the community.

RESOURCES REQUIRED:

The Homelessness Action Plan is a DNSSAB owned planning document. As the service system manager, DNSSAB plays a large role in housing and homelessness in the Nipissing

District. The implementation of action items is, therefore, a top priority for the Board in its goal to realize the vision of *Healthy, sustainable communities*. The following actions are intended to assist the Board and staff with the implementation of the Plan:

- Ensure all funding decisions pertaining to housing and homelessness are linked to the Homelessness Action Plan.
- Seek opportunities to create or enhance partnerships in the community to move forward the Homelessness Action Plan.
- Where feasible, realign existing resources to complete/implement the action items listed in the Homelessness Action Plan.
- Apply to available funding resources to complete/implement the action items listed in the Homelessness Action Plan.
- Advocate to various levels of government for additional resources to complete/implement the action items listed in the Homelessness Action Plan that cannot be realized through a realignment of existing resources.

CONCLUSION:

In summary, since the Action Plan's approval in October 2021, DNSSAB has made strides in the implementation of the Plan's actions. A total of 71% of the actions have been started and are progressing towards full completion while another 21% of the actions have already been fully completed. The spring and summer months will see further progression on the Plan's actions with the exploration of housing development opportunities and the implementation of HIFIS 4.0 and Coordinated Access.

Appendix A

Housing Continuum	Priority	Action	Started	Phase	Progress, %
Unsheltered Homelessness	Establish a coordinated system of outreach supports through a lead agency, to quickly connect unsheltered homeless individuals with housing and health services and programs.	Create an Encampment Coordinated Response Table with the representation of decision-makers from the City of North Bay, North Bay Police, DNSSAB, North Bay Indigenous Friendship Centre, and other health and social services providers with the aim to move unsheltered homeless individuals to housing.	Yes	Completed	100
		Ensure that there is sustainable funding for emergency response teams to assist with crisis situations including encampments, housing that has been condemned, and housing destroyed by a natural disaster or fire.	Yes	Monitoring & Control	90
		Provide mobile health and crisis response services such as street nursing, which are also linked to coordinated access (i.e., location of available housing) and case management.	Yes	Monitoring & Control	90
		Ensure that there is space available to rapidly shelter or re-house individuals who are transitionally homeless or have been affected by housing that has been condemned, accommodations that have been destroyed by natural disasters or fires, or COVID infections.	Yes	Planning	50
		Building upon the community work that has been done, complete and formalize the process for obtaining the names of homeless individuals and utilize a case management model to house and support individuals promptly.	Yes	Execution	75
		Establish the necessary data-sharing agreements between relevant service providers, to share client information and data in support of case management (above), research and analysis, and planning.	Yes	Completed	100
Emergency Shelter Services	Develop a shelter system that is cost-effective and easy to access, to provide housing stability and rapid re-housing as required.	Utilize provincial homelessness funding to continue to cover the operating costs of the Low-Barrier Shelter to March 31, 2022, with an emphasis on rapid rehousing for those experiencing episodic or transitional homelessness.	Yes	Completed	100
		The DNSSAB to develop a funding strategy to cover the operating costs of the Low-Barrier Shelter from April 1 to December 31, 2022. (Note: After this point, the low barrier shelter should be changed to transitional housing and the funding source post April 1, 2022 to be confirmed. see also, Transitional & Supportive Housing).	Yes	Completed	100
		Reduce - with an aim to eliminate - the use of shelter overflow in hotels/motels through coordinated access, transitional housing, and/or rapid housing options (see also, Unsheltered Homelessness).	Yes	Planning	50
		Offer 24/7 shelter and day programming for the homeless population.	Yes	Planning	50
		Utilizing the by-name list, conduct a risk assessment of individuals utilizing the low-barrier shelter, or in known encampments, and utilize a case management model to house and support individuals promptly.	Yes	Initiating	25
		Explore current development projects and opportunities to reserve housing units for homeless families.	Yes	Planning	50
Transitional and Supportive Housing	Create dynamic transitional and supportive housing that stabilizes individuals and promotes life skills development and independent living.	Convert the Low-Barrier Shelter into stage-one transitional housing.	Yes	Planning	50
		Establish a permanent location for the stage-one transitional housing, which includes looking at the costs and benefits of staying at the existing location vs. moving to another.	Yes	Completed	100
		Create a coordinated service system with central accountability for the on-site delivery of a wide array of support services including mental health, addictions, counselling, education, life skills, employment, food security, and housing-based case management.	Yes	Initiating	25
		Continue to advocate for sustainable funding to support the operations of all transitional housing programs.	Yes	Initiating	25
		The DNSSAB to fund the transitional housing programs pending health or housing support from the provincial government.	Yes	Completed	100
Homelessness Prevention Services	Provide a suite of coordinated homelessness prevention programs and services that will provide long-term stabilization and security to households and individuals at-risk of homelessness.	Review the efficacy of the local Community Homelessness Prevention Initiative (CHPI), the Board's main homelessness prevention program delivered through provincial funding.	Yes	Initiating	25
		Depending on the results of the review above, consider providing additional funding for financial management programs such as trusteeships.	No	Not started	0
		Depending on the results of the review above, consider requiring households that have repeatedly accessed homelessness prevention programs to take part in financial management programs such as trusteeships.	No	Not started	0
		Increase data collection of homelessness prevention programs to include follow-ups with households that received assistance.	No	Not started	0
		Expand investments for rental subsidy programs that are not specifically tied to the Social Housing Waiting List. (Note: Doing this however, would not lead to a decrease in the Service Level Standard shortfall and would need to be explored further).	Yes	Planning	50
		Increase data sharing between organizations that offer homelessness prevention programs to better serve vulnerable populations.	Yes	Execution	75
Other Housing Services	Increase adequate, suitable, and affordable housing options including rental and homeownership that meet the diverse needs of the community.	Start tracking the number of repeat clients and utilize a housing-based case management model to work with, and stabilize, individuals in their homes and prevent the loss of housing.	Yes	Planning	50
		Seek sustainable funding for homeowners who require critical home renovations/retrofits. This funding is important to assist households in retaining their home and meeting health and safety regulations.	Yes	Initiating	25
		Seek sustainable funding for down-payment assistance programs. These programs are important to assist households who would like to move from rental accommodations to homeownership.	Yes	Initiating	25
		Advocate for increased funding to support the development of affordable housing units.	Yes	Planning	50
		Leverage DNSSAB and NDHC funds to explore opportunities to expand rental subsidy programs, affordable housing, and revitalize public housing.	Yes	Planning	50
		Explore and realize opportunities to increase the number of subsidized housing units through unit acquisitions and new developments.	Yes	Planning	50

Information and Data	Conduct advanced data collection and analysis on the homeless population that supports evidence-based decision-making and enables the measurement of progress, performance, and outcomes.	Dedicate a DNSSAB staff lead for HIFIS and Coordinated Access.	Yes	Initiating	25	
		Implement a By-Name List of homeless individuals in the Nipissing District.	Yes	Completed	100	
		Implement HIFIS 4.0.	Yes	Execution	75	
		Require that all service providers that access CHPI and Reaching Home funding be on HIFIS 4.0.	Yes	Execution	75	
		Ensure that the major service providers related to homelessness are involved in the Coordinated Access system and utilize HIFIS 4.0.	Yes	Execution	75	
		Expand data sharing agreements between key service system players.	Yes	Completed	100	
		Increase the reporting requirements for the CHPI Program to include specific planning outcome measures and qualitative descriptive information.	Yes	Planning	50	
		Increase data collection of housing and homelessness programs to include follow-ups with households that received assistance.	Yes	Planning	50	
		Become a Built for Zero Canada member community once the eligibility period opens.	Yes	Planning	50	
		Centralize services for supportive and transitional housing tenants and shelter guests – a wide array of support services on-site.	Yes	Initiating	25	
System Coordination	Create a coordinated system of homelessness and ancillary services and supports with a shared vision, purpose, and ownership.	Ensure the By-Name List of homeless individuals is tied to a group of community service providers who will meet regularly and find coordinated solutions to rapidly rehouse and provide supports to individuals identified.	Yes	Completed	100	
		Assess the value of funded housing and homelessness programs, supports, and services for their Social Return on Investment.	Yes	Initiating	25	
		Identify individuals who do not have a fixed address in DNSSAB databases and seek their consent to be added to the By Name List in order to connect them with appropriate supports and services.	Yes	Initiating	25	