



## REGULAR BOARD MEETING AGENDA

### Healthy Communities without Poverty

**Date:** Wednesday, June 23, 2021

**Time:** Regular DNSSAB Board Meeting at 1:30 PM (or following the adjournment of the Community Services Committee)

**Location:** By video conference while pandemic protocols are in place

<https://zoom.us/j/96051779689?pwd=anpnWVNudS90dk9iTVkK1hEellyZz09>

Meeting ID: 960 5177 9689

Passcode: 639788

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**Members:** Councillor Mark King (Chair), Councillor Dan Roveda (Vice-Chair), Mayor Dean Backer, Councillor Mac Bain, Mayor Jane Dumas, Councillor Terry Kelly, Councillor Chris Mayne, Councillor Dave Mendicino, Mayor Dan O'Mara, Councillor Scott Robertson, Representative Amanda Smith, Councillor Bill Vrebosch.

Item	Topic
1.0	<p>1.1 Call to Order</p> <p><b>MOTION: #2021-55</b></p> <p><i>Resolved</i> THAT the Board of Directors accepts the Roll Call as read by the Recording Secretary for the Regular Board meeting of June 23, 2021 at 1:04 PM.</p>

Item	Topic
	<b>1.2 Declaration of Conflict of Interest</b>
<b>2.0</b>	<b>Opening remarks by the Chair</b>
<b>3.0</b>	<b>Approval of Agenda for June 23, 2021</b> <b>MOTION: #2021-56</b> <i>Resolved</i> THAT Board members accept the Agenda as presented.
<b>4.0</b>	<b>Approval of Minutes</b>  <b>4.1 MOTION: #2021-57-A</b> <i>Resolved</i> THAT the Board adopt the minutes of the proceedings of the Regular Board meeting of May 26, 2021.  <b>4.2 MOTION: #2021-57-B</b> <i>Resolved</i> THAT the Board adopt the minutes of the proceedings of the Finance and Administration Committee meeting of May 26, 2021.  <b>4.3 MOTION: #2021-57-C</b> <i>Resolved</i> THAT the Board adopt the minutes of the proceedings of the Community Services Committee meeting of May 26, 2021.
<b>5.0</b>	<b>Delegations – None at this time</b>
<b>6.0</b>	<b>CAO VERBAL UPDATE:</b>  <b>6.1 MOTION: #2021-58</b> THAT the District of Nipissing Social Services Administration Board (DNSSAB) receives the CAO Verbal Report for June 23, 2021.
<b>7.0</b>	<b>CONSENT AGENDA – <i>All items in the consent agenda are voted on collectively. The Chair will call out each item for consideration of discussion. Any item can be singled out for separate vote; then, only the remaining items will be voted on collectively.</i></b> <b>MOTION: #2021-59</b>  THAT the Board receives for information purposes Consent Agenda items 7.1 to 7.5.  <b>7.1 HS30-21 2019 Annual Update - 10-Yr Plan</b> - an overview of the “2019 Annual Report Implementation Update: A Place to Call Home: Nipissing District 10-Year Housing and Homelessness Plan 2014-2024” attached as “Appendix A” (same title), for information purposes.

Item	Topic
	<p><b>7.2 HS31-21 CHPI/SSRF YE Report and Reconciliation</b> – an outline of how the Community Homelessness Prevention Initiative (CHPI) funding was used in 2020-21 as well as the additional pandemic related CHPI Social Services Relief Fund (SSRF) allocations, for information purposes.</p> <p><b>7.3 HS29-21 Low Barrier Shelter Usage Update</b> – an update on the LBS usage and is for information purposes.</p> <p><b>7.4 B10-21 AMO Virtual Conference 2021</b> – information regarding the Board delegations at the August 2021 AMO Conference.</p> <p><b>7.5 B11-21 New Business Model – Status Update</b> – an update that includes changes made as part of the new business model for information.</p>
<b>8.0</b>	<b>MANAGERS REPORTS</b>
	<p><b>8.1 HS28-21 Sale of Cam's Place (AHP)</b></p> <p><b>MOTION: #2021-60</b>            THAT the District of Nipissing Social Services Administration Board receive, for approval, report HS28-21 regarding the sale of the Canada-Ontario Affordable Housing Program (AHP) (2003) project located at 240 Kingsway Avenue, North Bay, known as Cam's Place.</p>
	<p><b>8.2 HS33-21 Update on SSRF3</b></p> <p><b>MOTION: #2021-61</b>            THAT the District of Nipissing Social Services Administration Board accepts Briefing Note HS33-21, an update on SSRF Phase 3 allocations, for information.</p>
	<p><b>8.3 HS34-21 2021-2022 Reaching Home Funding Update</b></p> <p><b>MOTION: #2021-62</b>            THAT the District of Nipissing Social Services Administration Board (DNSSAB) receive, for approval, the 2021-2022 Reaching Home Funding Update and RFP process, and;            THAT the Board delegates authority to the CAO to enter into contracts with the successful projects following the RFP evaluation process as set out in report HS34-21.</p>
	<p><b>8.4 In Camera</b></p> <p><b>MOTION: #2021-63</b>            THAT the District of Nipissing Social Services Administration Board (DNSSAB) move in-camera at 2:09 PM to discuss matters of negotiation.</p>

Item	Topic
	<p><b>8.5 Adjourn In Camera</b>  <b>MOTION: #2021-64</b>            THAT the District of Nipissing Social Services Administration Board (DNSSAB) adjourns in-camera at _____ PM.</p>
	<p><b>8.6 Approve In Camera</b>  <b>MOTION: #2021-65</b>            THAT the District of Nipissing Social Services Administration Board (DNSSAB) approves the direction/action agreed to in the in-camera session.</p>
<b>9.0</b>	<b>OTHER BUSINESS</b>
<b>10.0</b>	<p><b>NEXT MEETING DATE</b>            Wednesday, September 22, 2021</p>
<b>11.0</b>	<p><b>ADJOURNMENT</b>  <b>MOTION: #2021-66</b>  <i>Resolved</i> THAT the Board meeting be adjourned at _____.</p>



MINUTES OF PROCEEDINGS

**REGULAR BOARD MEETING – MAY 26, 2021**  
**Directly following the Community Services Committee**

**MEMBERS PRESENT:**

Councillor Terry Kelly (East Ferris)  
**Councillor Mark King - Chair (North Bay)**  
Councillor Dave Mendicino (North Bay)  
Mayor Dan O'Mara (Temagami)  
**Councillor Dan Roveda Vice Chair (West Nipissing)**  
Councillor Scott Robertson (North Bay)  
Councillor Bill Vrebosch (North Bay)  
Mayor Dean Backer (East Nipissing)  
Representative Amanda Smith (Unincorporated)  
Councillor Mac Bain – (North Bay)  
Councillor Chris Mayne (North Bay)

**REGRETS:**

Mayor Jane Dumas (South Algonquin)

**STAFF ATTENDANCE:**

Catherine Matheson, CAO  
Marianne Zadra, Executive Coordinator and Communications  
Melanie Shaye, Director of Corporate Services  
David Plumstead – Manager Planning, Outcomes & Analytics  
Justin Avery, Manager of Finance  
Stacey Cyopeck, Director, Housing Programs  
Tracy Bethune, Acting Director, Housing Operations  
Lynn Demore-Pitre, Director, Children's Services  
Michelle Glabb, Director, Social Services and Employment

Dawn Carlyle, Project Manager

**1.1 CALL TO ORDER**

**Resolution No. 2021-46**

**Moved by:** Mac Bain

**Seconded by:** Dan Roveda

**Resolved THAT the Board of Directors accept the Roll Call as read by the Recording Secretary for the Regular Board meeting of May 26, 2021 at 3:07 PM.**

The regular Board Meeting was called to order at 3:07 PM by Chair Mark King.

***Carried.***

**1.2 DECLARATION OF CONFLICTS OF INTEREST**

None were declared.

**2.0 CHAIR'S REMARKS**

The Chair welcomed everyone. He spoke about the low level of reserves the DNSSAB has in light of the recommendation that reserves should cover three month's cash flow, and that a higher level provides adequate liquidity, reduces risk to the organization, and enables a quicker response to opportunities that might arise, such as capital contributions required for some projects. He also spoke about the need to focus on core services while continuing to be a good community partner. The Chair gave examples that align with core services, such as emergency childcare for essential workers and EMS assistance with administering COVID vaccines.

The Chair also acknowledged the exceptional work of Nipissing Paramedics as it is Paramedics Week, and he noted the great collaborative effort in moving staff from the Main Street offices to City Hall and acknowledged the planning and coordination needed to accomplish this huge endeavour.

The Chair informed the Board he has allowed his name to stand for the NOSDA (Northern Ontario Service Deliverers Association) executive, and will keep the board up to date on what transpires.

### **3.0 ADOPTION OF THE AGENDA**

#### **Resolution No. 2021-47**

**Moved by:** Terry Kelly

**Seconded by:** Scott Robertson

**Resolved THAT the Board accepts the agenda as presented.**

***Carried.***

### **4.0 APPROVAL OF MINUTES**

#### **4.1 Resolution No. 2021-48-A**

**Moved by:** Dave Mendicino

**Seconded by:** Chris Mayne

**Resolved THAT the Board adopts the minutes of the proceedings of the Regular Board meeting of April 28, 2021.**

***Carried.***

#### **4.2 Resolution No. 2021-48-B**

**Moved by:** Dan O'Mara

**Seconded by:** Dan Roveda

**Resolved THAT the Board adopt the minutes of the proceedings of the Community Services Committee meeting of April 28, 2021.**

***Carried.***

### **5.0 DELEGATIONS**

#### **5.1 Roadmap of Journey Serving Vulnerable Populations- Stacey Cyopeck, Director of Housing Programs.**

Housing Programs Director Stacey Cyopeck presented a visual of a 'roadmap' that outlines a chronology of DNSSAB initiatives since February 2020 to May 2021 that have been instituted to meet the needs of people experiencing homelessness.

In response to a question about whether the Nurse Practitioner Pilot will include visits to encampments, the CAO replied that they will go if necessary, but the pilot is designed to primarily service the Low Barrier Shelter and Gateway House.

### **6.0 CAO VERBAL UPDATE**

#### **Resolution No. 2021-49**

**Moved by:** Dan Roveda

**Seconded by:** Bill Vrebosch

**Resolved THAT the District of Nipissing Social Services Administration Board (DNSSAB) receives the CAO Report for May 26, 2021.**

CAO Catherine Matheson provided updates on the following:

Collaboration between EMS in northern districts to assist the Cochrane District which is currently a COVID hotspot. Neighbouring EMS, including Nipissing District, are happy to support Cochrane and together will provide nine staff to attend clinics that will be set up for COVID immunization. There will be no cost to the DNSSAB.

DNSSAB, engaged by the City of North Bay to create its Community Service and Well-Being Plan, will present the final plan to council in June. Much information has been gathered through surveys and focus groups (3,000 respondents to survey of people who live and/or work in North Bay), and some of this information will also help to inform DNSSAB with service planning.

A new funding approach to social assistance transformation in Ontario will not be implemented in 2022, as previously announced, and the timelines for the transformation roll-out is still unknown. There continues to be a lot of co-design happening across the province with many voices being heard.

In the area of Community Development, there are two projects;

DNSSAB is very proud that the Community Paramedicine program will start in June for those waiting for long term care or who chose to remain at home rather than go into long term care. Also, the Nurse Practitioner pilot is ready to begin in June thanks to the hard work of community partners to meet the health needs of vulnerable people without health care providers.

Two working groups have been established with Ontario Health and for transitional housing involving indigenous community partner organizations who are also building transitional housing.

***Carried.***

## **7.0 CONSENT AGENDA**

### **RESOLUTION: #2021-50**

**Moved by:** Dave Mendicino

**Seconded by:** Chris Mayne

**THAT the Board receives for information purposes Consent Agenda items 7.1 and 7.2.**

**7.1 Endorsement of Motion from Nipissing District Homelessness and Housing Partnership in Support of the Canadian Alliance to End Homelessness Recovery for All Campaign**

**That the Board endorse the motion from the Nipissing District Homelessness and Housing Partnership (NDHHP) supporting the Canadian Alliance to End Homelessness (CAEH) Recovery for All Campaign; and,**

**That the Board's support of this motion be shared through letters to the MPs representing the District of Nipissing, the NDHHP, and CAEH.**

**7.2 FA2021-06 Audited Financial Statements for the year ending December 31, 2020**

**That the District of Nipissing Social Services Administration Board (DNSSAB) approves the Audited Financial Statements for the year ending December 31, 2020 as approved through Finance and Administration Committee Resolution FA2021-06.**

*Carried.*

**8.0 MANAGER'S REPORTS**

**8.1 HS26-21 Emergency Procurement**

**RESOLUTION: #2021-51**

**Moved by:** Dan Roveda

**Seconded by:** Terry Kelly

**THAT the District of Nipissing Social Services Administration Board approves the use of direct negotiation in the expenditure of Social Services Relief Funds (SSRF) as outlined in HS26-21, in accordance with the Board's Purchasing Policy #CORP-01, under the authority of the DNSSAB General Business By-law #1.**

This report alerts members to a policy change that allows access to SSRF 3 funding. This follows the same process as was used for SSRF 1 funding. 11 applications have been received, the evaluation process is underway, and the successful applicants will be notified.

*Carried.*

**8.2 In Camera**

**RESOLUTION: #2021-52**

**Moved by:** Amanda Smith

**Seconded by:** Scott Robertson

**THAT the District of Nipissing Social Services Administration Board (DNSSAB) move in-camera at 3:36 PM to discuss a matter of negotiation.**

***Carried***

**8.3 Adjourn In Camera**

**RESOLUTION: #2021-53**

**Moved by:** Bill Vrebosch

**Seconded by:** Scott Robertson

**THAT the District of Nipissing Social Services Administration Board (DNSSAB) adjourns in-camera at 3:47 PM.**

***Carried***

**8.4 Approve In Camera**

**RESOLUTION: #2021-54**

**Moved by:** Dan O'Mara

**Seconded by:** Chris Mayne

**THAT the District of Nipissing Social Services Administration Board (DNSSAB) approves the direction/action agreed to in the in-camera session.**

***Carried***

**9. NEW BUSINESS**

There was no new business brought forward.

**10. NEXT MEETING DATE**

Wednesday, June 23, 2021

**11. ADJOURNMENT**

**Resolution No. 2021-55**

**Moved by:** Chris Mayne

**Seconded by:** Scott Robertson

**Resolved THAT the Board meeting be adjourned at 3:48 PM.**

***Carried.***

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MARK KING  
CHAIR OF THE BOARD

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CATHERINE MATHESON  
SECRETARY OF THE BOARD

Minutes of Proceedings Recorder: Marianne Zadra, Executive Coordinator



## MINUTES OF PROCEEDINGS

### **FINANCE AND ADMINISTRATION COMMITTEE MEETING WEDNESDAY, MAY 26, 2021 Directly following NDHC Board Meeting - VIA ZOOM**

#### **MEMBERS PRESENT:**

##### **Councillor Mark King - Chair (North Bay)**

Councillor Chris Mayne (North Bay)

Councillor Dave Mendicino (North Bay)

Mayor Dan O'Mara (Temagami)

Councillor Scott Robertson (North Bay)

##### **Councillor Dan Roveda - Vice Chair (West Nipissing)**

Councillor Mac Bain – (North Bay)

Councillor Bill Vrebosch (North Bay)

Mayor Dean Backer (East Nipissing)

Representative Amanda Smith (Unincorporated)

#### **REGRETS**

Mayor Jane Dumas (South Algonquin)

#### **STAFF ATTENDANCE:**

Catherine Matheson, CAO

Marianne Zadra, Executive Coordinator and Communications

Melanie Shaye, Director of Corporate Services

Michelle Glabb, Director of Social Services and Employment

Lynn Demore-Pitre, Director Children's Services

Stacey Cyopeck, Manager, Housing Programs

Pierre Guenette, Manager, Housing Operations

Justin Avery, Manager of Finance

Dawn Carlyle, Project Manager

**CALL TO ORDER**

The Finance and Administration Committee was called to order at 1:53 PM by Chair Mark King.

**DECLARATION OF CONFLICTS OF INTEREST**

None were declared.

**CHAIR'S REMARKS**

The Chair welcomed everyone.

**ADOPTION OF THE AGENDA**

**RESOLUTION: FA #2021-05**

MOVED BY: Chris Mayne  
SECONDED BY: Mac Bain

**That the agenda for the Finance and Administration Committee is accepted as presented.**

*Carried.*

**DELEGATIONS**

**1. Audited Financial Statements – Dean Decaire**

**MOTION: FA #2021-06**

MOVED BY: Terry Kelly  
SECONDED BY: Dan Roveda

**THAT the Audited Financial Statements for the year ending December 31, 2020 be approved as presented; AND**

**THAT the District of Nipissing Social Services Administration Board (DNSSAB) reappoint the firm BDO Canada LLP as its auditor for the year ending December 31, 2021.**

Auditor Dean Decaire reviewed the process for the audit and declared it a clean audit. He reviewed the impact COVID-19 had on the financial statements, such as repayments to the Ministry of Education from Children's Services for licensed centres that did not open during the pandemic. He suggested that reserves could be built up to about 25% of the budget for both capital and operating. In a discussion regarding OMERS, he suggested that since there hasn't been an increase to contribution for some time, this may be something to watch for. Also, he predicted there will be less funding from the provincial and federal governments over the next few years.

***Carried.***

**CONSENT AGENDA**

**RESOLUTION: FA#2021-07**

MOVED BY: Bill Vrebosch

SECONDED BY: Scott Robertson

**THAT the Committee receives for information purposes Consent Agenda items 5.1 to 5.3.**

**5.1 FA05-20 2020 Investment Report** - update on the performance of the District of Nipissing Social Services Administration Board (DNSSAB) investment portfolio and the investment strategy going forward for information purposes.

**5.2 FA06-20 2021 Federal Budget Highlights** - highlights of funding announced in the 2021 federal budget that may affect the DNSSAB for information purposes.

**5.3 FA07-21 Year-to-date (YTD) Financial Report, January 1 to March 31, 2021** -an update on the YTD financial performance of the organization relative to the budget set for the same period and the forecast to year end.

***Carried.***

**MANAGERS REPORTS** – there were none.

**OTHER BUSINESS**

There was no other business.

**NEXT MEETING DATE**

Wednesday, June 23, 2021

**ADJOURNMENT**

**RESOLUTION FA#2021-08**

MOVED BY: Mac Bain

SECONDED BY: Dave Mendicino

***Resolved* That the Finance and Administration Committee meeting be adjourned at 2:33 PM.**

***Carried.***

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MARK KING  
CHAIR OF THE BOARD

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CATHERINE MATHESON  
SECRETARY OF THE BOARD

Minutes of Proceedings Recorder: Marianne Zadra, Executive Coordinator



## MINUTES OF PROCEEDINGS

### COMMUNITY SERVICES COMMITTEE MEETING

WEDNESDAY, MAY 26, 2021

Directly following Finance and Administration Committee - VIA ZOOM

#### **MEMBERS PRESENT:**

Mayor Dean Backer (East Nipissing)

Councillor Terry Kelly – (East Ferris)

Councillor Mark King – (North Bay)

**Councillor Dave Mendicino - Vice Chair (North Bay)**

Mayor Dan O'Mara (Temagami)

Councillor Scott Robertson (North Bay)

**Councillor Dan Roveda - Chair (West Nipissing)**

Representative Amanda Smith (Unincorporated)

Councillor Bill Vrebosch (North Bay)

Councillor Mac Bain – (North Bay)

Councillor Chris Mayne (North Bay)

#### **REGRETS:**

Mayor Jane Dumas (South Algonquin)

#### **STAFF ATTENDANCE:**

Catherine Matheson, CAO

Marianne Zadra, Executive Coordinator and Communications

Melanie Shaye, Director of Corporate Services

Michelle Glabb, Director of Social Services and Employment

Lynn Demore-Pitre, Director Children's Services

Stacey Cyopeck, Director, Housing Programs

Tracy Bethune, Acting Director, Housing Operations

Robert Smith, EMS Chief

Justin Avery, Manager of Finance

Dawn Carlyle, Project Manager

David Plumstead – Manager Planning, Outcomes & Analytics

### **1.1 CALL TO ORDER**

The Community Services Committee was called to order at 2:34 PM by Chair Dan Roveda.

### **1.2 DECLARATION OF CONFLICTS OF INTEREST**

No conflicts were declared.

### **2.0 CHAIR'S REMARKS**

The Chair welcomed members, staff and guests.

### **3.0 ADOPTION OF THE AGENDA**

#### **RESOLUTION: #CS18-2021**

MOVED BY: Dave Mendicino

SECONDED BY: Mark King

**That the agenda for the Community Services Committee is accepted as presented.**

*Carried.*

### **4.0 DELEGATIONS**

There were no delegations.

**5.0 CONSENT AGENDA** – no items at this time.

### **6.0 MANAGERS' REPORTS**

#### **6.1 HS24-21 2020 Access to Shelter Beds in Nipissing District**

##### **RESOLUTION: #CSC19-21**

MOVED BY: Mark King

SECONDED BY: Dan O'Mara

**That the Community Services Committee receive for information Briefing Note HS24-21 outlining details on accessing shelter beds within the district of Nipissing and is for information purposes.**

Housing Programs Director, Stacey Cyopeck reviewed the process by which people will access shelter beds using the system CCNB has historically used – face to face on a first come first served basis. When HIFIS 4.0 is operational in March of 2022, the system will allow for coordinated access as well as a by-name list. Demographics will also be captured and this information can be provided to the Board upon their request. The Chair cautioned that since this is a provincial program, access to those from outside of the region cannot be denied.

***Carried.***

**6.2 HS25-21 Eligibility and Referral Pathway for Gateway House Phase 1**  
**RESOLUTION: #CSC20-21**

MOVED BY: Scott Robertson  
SECONDED BY: Mark King

**THAT the Community Services Committee receives for approval report HS25-21 specifying the Eligibility and Referral Pathway for Gateway House Phase 1.**

Stacey outlined how people will be referred to the 16 transitional housing units located at the Chippewa site. Eligibility will be checked and they will then be added to the waitlist for the congregate facility and there will be further assessment for compatibility and matches for accessible units where needed. The start date is estimated to be mid-July. Phase 1 will be staffed 24/7 by CCNB staff.

***Carried.***

**6.4 Move in Camera**  
**RESOLUTION: #CSC21-21**

MOVED BY: Chris Mayne  
SECONDED BY: Dan O'Mara

**THAT the Committee move in-camera at 2:56 PM to discuss a matter of negotiation.**

***Carried.***

**[In camera minutes are filed separately.]**

**6.5 Adjourn In Camera**

**RESOLUTION: #CSC22-21**

MOVED BY: Mark King  
SECONDED BY: Mac Bain

**That the committee adjourn in-camera at 3:04 PM**

***Carried.***

**6.6 Approve In Camera**

**RESOLUTION: #CSC23-21**

MOVED BY: Dave Mendicino  
SECONDED BY: Mac Bain

**BE IT RESOLVED, that the Committee approves the direction/action agreed to in the in-camera session.**

***Carried.***

**7.0 OTHER BUSINESS**

There was no other business.

**8.0 NEXT MEETING DATE**

Wednesday, June 23, 2021

**9.0 ADJOURNMENT**

**RESOLUTION: #CSC24-2021**

Moved by: Dan O'Mara  
Seconded by: Dave Mendicino

***Resolved That the Community Services Committee meeting be adjourned at 3:06 PM.***

***Carried.***

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DAN ROVEDA

CHAIR OF THE COMMITTEE

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CATHERINE MATHESON

SECRETARY OF THE BOARD

Minutes of Proceedings Recorder: Marianne Zadra, Executive Coordinator



## BRIEFING NOTE HS30-21

For Information or  For Approval

**Date:** June 23, 2021

**Purpose:** **2019 Annual Report Implementation Update: A Place to Call Home: Nipissing's 10-Year Housing & Homelessness Plan**

**Prepared by:** Stacey Cyopeck, Director, Housing Programs

**Reviewed by:** Catherine Matheson, Chief Administrative Officer

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Report HS30-21 provides an overview of the "2019 Annual Report Implementation Update: A Place to Call Home: Nipissing District 10-Year Housing and Homelessness Plan 2014-2024" attached as "Appendix A" (same title), for information purposes.

### **Background:**

The Housing and Homelessness Plan 2014-2024, which was endorsed by eight of the District's 11 municipalities and approved by the Board in December of 2013, outlines a framework for guiding DNSSAB's housing policy, planning, and investments over 10 years. Within this report, objectives, strategies, actions and targets are set out in an effort to realize specific housing related goals. The plan is divided into six strategic objectives, 36 strategies, and 116 action items and targets.

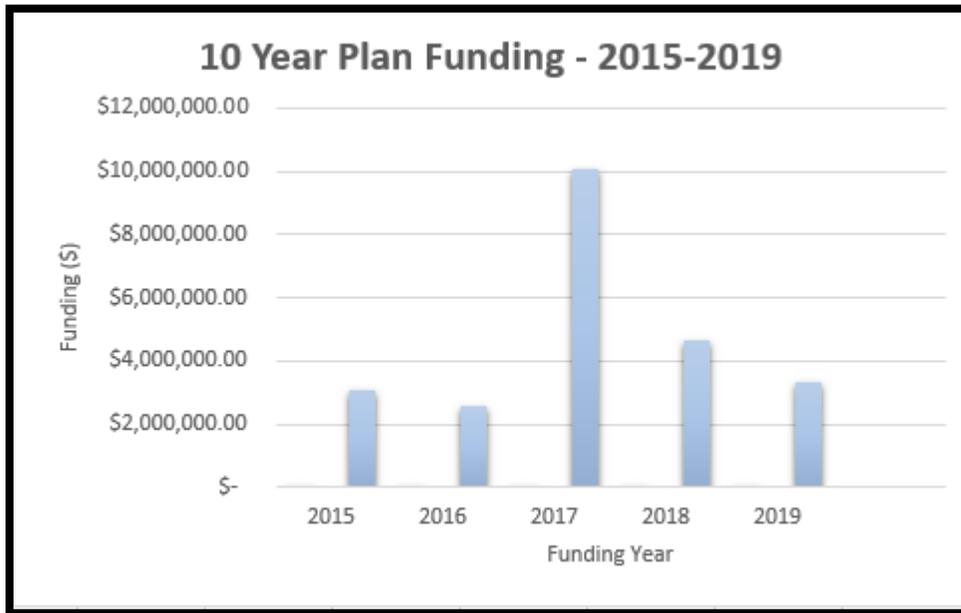
The main objectives within the plan are to improve housing stability and prevent homelessness, continue to provide more affordable housing options along the housing continuum, and sustaining and expanding the current housing portfolio. In an effort to realize these objectives, the DNSSAB will be required to raise awareness and education around housing and homelessness issues, while taking a leadership role and working closely with community partners and other service providers.

In accordance with DNSSAB's obligations under the *Housing Services Act*, the Board is required to report annually to the Ministry of Municipal Affairs and Housing and the public on the progress made on the Housing and Homelessness Plan. This is the progress update for 2019, which marks the sixth year of plan implementation.

### **Report:**

Implementing the plan during its sixth year (2019) continued to require aligning provincial funding with a continued focus on strengthening and expanding relationships with community partners and stakeholders. The Board invested \$3,338,821 in the plan's strategies to prevent homelessness,

improve housing stability, and increase housing affordability and options along the housing continuum in the Nipissing District. Funding that was instrumental to achieving the targets of the plan in 2019 included: Community Homelessness Prevention Initiative (CHPI), Ontario Priorities Housing Initiative (OHPI), and the Canada-Ontario Community Housing Initiative (COCHI). Additionally, projects undertaken by the Nipissing District Homelessness and Housing Partnership (NDHHP) – and funded through the federal Reaching Home Program – addressed many of the plan’s actions that pertained to addressing and preventing homelessness including a mandated Point-in-Time (PiT) Count of homelessness in the District. This count was completed in March 2020. There were also twelve programs funded through the Healthy Communities Fund (HCF), which supported the actions, and targets set out in the 10-Year Housing and Homelessness Plan.



**Resources Required:**

DNSSAB Housing Services will be including the 10-Year Housing and Homelessness Plan’s various strategies and action items in their annual work plans and budgets and also engaging and strengthening community partnerships to collaboratively work toward achieving the objectives, targets and timelines of the plan.

**Risk Identification and Mitigation:**

The 10-Year Housing and Homelessness Plan was developed through community consultations therefore, by aligning our investment decisions and ensuring resources are allocated to programs and services targeted to the strategic objectives identified in the Plan, the needs of the most vulnerable citizens in the District of Nipissing are addressed.

With the continued challenges being faced due to the COVID-19 pandemic, it should be noted that the targets identified in the 10-Year Housing and Homeless Plan are general guidelines only. These guidelines will likely require modification going forward based on changing priorities and these changes will be communicated to the Board in future progress updates.

**Conclusion:**

In conclusion, with clear objectives and targets, progress continued to be made in 2019. The DNSSAB will continue to engage with community partners to encourage innovative solutions to address the continued need for safe, supported and secure options for the vulnerable citizens of the District.

The action items and strategies outlined in the 10-Year Housing and Homelessness Plan will continue to be evaluated to ensure that the DNSSAB is meeting the housing and homelessness needs of the District.



## 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.

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 (MMAH). The 5-Year Review included an updated demographic and housing needs background report and an amended list of strategic objectives based on consultation with community stakeholders and a review of current and future operations.

## 3.0 Recap: Plan Format

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

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



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

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

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

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

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

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

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

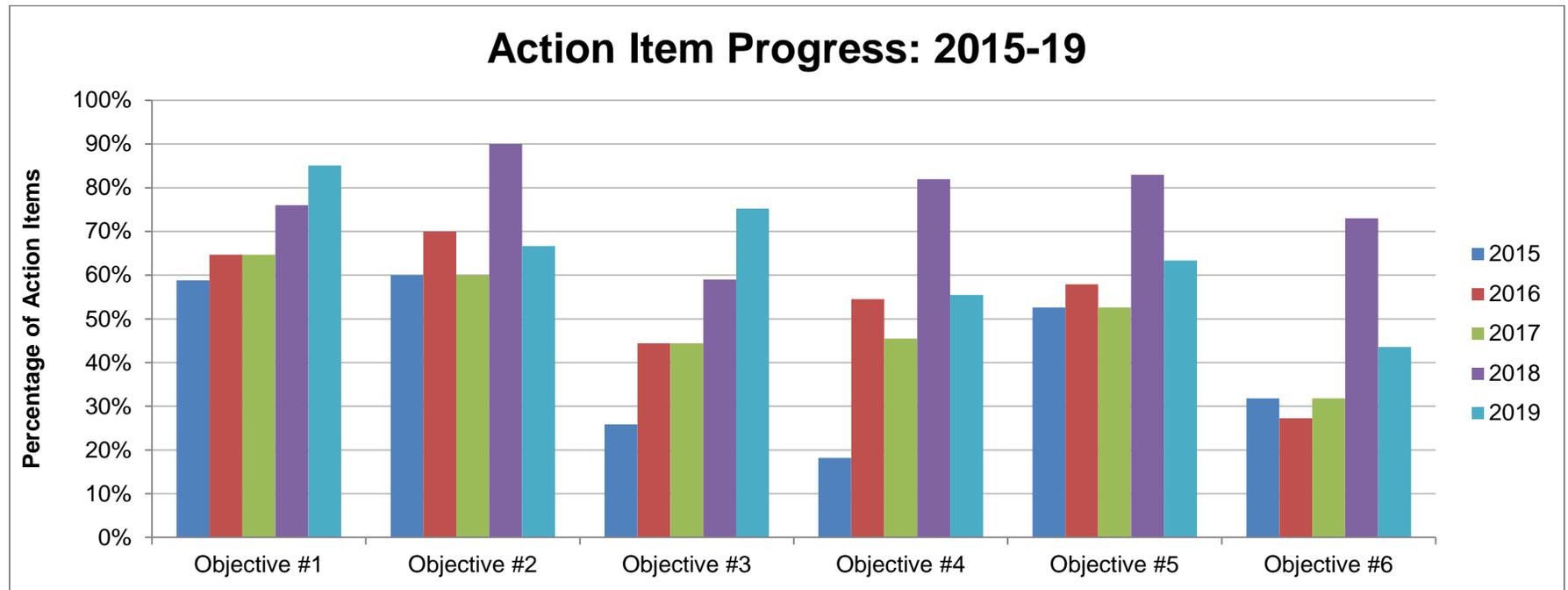
## **4.0 Implementation and Progress in 2019**

### **4.1 Implementation and Progress Summary**

Implementing the plan during its sixth year (2019) 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 2019 included: Community Homelessness Prevention Initiative (CHPI), Ontario Priorities Housing Initiative (OHPI), and the Canada-Ontario Community Housing Initiative (COCHI). Additionally, projects undertaken by the Nipissing District Homelessness and Housing Partnership (NDHHP) – and funded through the federal Reaching Home Program – addressed many of the plan's actions that pertained to addressing and preventing homelessness. There were also twelve programs funded through the Health Communities Fund (HCF) which supported the actions and targets set out in the 10 Year Housing and Homelessness Plan.

In 2019, 67% of the 1010 action items were achieved or experienced progress towards their intended target. It is important to note, this is the first year of reporting on the updated 10-Year Housing and Homelessness Plan. As a result, comparing 2019 progress with the previous 5 years is less proportional. Figure 1 below displays the percentage of action items worked on in 2015, 2016, 2017, 2018 and 2019.

Figure 1- Action item progress from 2015 to 2019 by objective.



Geographically speaking, 94% of the action items worked on in 2019 had a District-wide scope. Therefore, only 6% of the action items were specific to certain municipalities/regions of the District. Any changes to any of the plan’s components will be communicated in future progress updates and through a report on the 5 Year Review process.

Finally, in terms of funding, the summary table below shows that in 2019, the Board invested \$3,338,821 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.**

<b>Objective</b>	<b>Funding Amount (if applicable)</b>	<b>Source (if applicable)</b>
<b>Homelessness Prevention, Shelters and Diversion</b>	\$2,226,104	CHPI (Provincial) OPHI (Provincial) RH(Federal) CCI (Federal)
<b>Improving Housing Stability</b>	\$239,736	HCF (Municipal) LHIN (Provincial)
<b>Increasing Housing Affordability and Options along the Housing Continuum</b>	\$240,190	MOF (Provincial) SIF (Federal & Provincial) OPHI (Provincial)
<b>Sustaining and Expanding the Housing Portfolio</b>	\$625,455	OPHI (Provincial)
<b>Leadership, Integration, Coordination and Advocacy</b>	\$0	N/A
<b>Awareness, Education, Information &amp; Best Practices</b>	\$7,336	HCF (Municipal)
<b>TOTAL</b>	<b>\$3,338,821</b>	

NOTES:

HCF- Healthy Communities Fund (Municipal)

RH- Reaching Home (Federal)

CHPI- Community Homelessness Prevention Initiative (Provincial)

CRSP- Commercial Rent Supplement Program (Municipal & Federal)

ESDC- Employment and Social Development Canada (Federal)

LHIN- Local Health Intergraded Network (Provincial)

OPHI- Ontario Priorities Housing Initiative

COCHI-Canada-Ontario Community Housing Initiative

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

### Strategic Objective 1: Homelessness Prevention, Shelters and Diversion

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

Section	Actions	Overall Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.1.1.	<b>Ensure sustainable funding for core homelessness services using funds from existing sources where available, and where necessary, identify new sources.</b>	Annualized funding for core services.	Amount of funding for core homelessness services.	Yearly funding increases to core homelessness services.	Continued to provide stabilized funding.  Entered into longer term service agreements.	\$1,680,486 in CHPI funding allocated in 2019  \$229,153 in Reaching Home Funding allocated in the 2019/20 fiscal year  <b>Progress made.</b>	\$1,680,486 (CHPI)  See Reaching Home funding in Sections 1.1.5, 1.2.1, and 1.4.1.

Section	Actions	Overall Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.1.2.	<b>Establish a mobile housing help service for individuals/families who are homeless or at risk of losing their housing.</b>	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 fund the Community Mobile Housing Support Program through the Crisis Centre North Bay (CCNB).	CCNB Community Mobile Housing Support Program assisted 198 households.  <b>Target has been met.</b>	See section 1.1.1 (CHPI)

Section	Actions	Overall Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.1.3.	<b>Provide resources to shelters and service providers to enable the provision of comprehensive services and to work with clients in order to coordinate services.</b>	Individuals in shelters/ service providers are aware of, and can access, the services they need.	Number of resources for shelters and service providers to provide clients with comprehensive and coordinated services.	An increase in the number of resources for shelters and service providers offering with comprehensive and coordinated services.	Continued funding for Emergency Shelter and Overflow Services through CCNB.  Continued funding for the Four Elms Shelter through CCNB.	Provided overflow services to 247 stays.  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 10.5 days in 2019.	See section 1.1.1 (CHPI)  See section 1.1.1 (CHPI)

Section	Actions	Overall Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.1.3 Continued					<p>The DNSSAB's Homeless Prevention Navigator (HPN) began working from Low Income People Involvement (LIPI) and the CCNB one day a week.</p> <p>Provided funding to the CCNB for renovation to their kitchen facilities.</p> <p>Provided funding to offer the community with 5 evening meal</p>	<p>HPN was able to meet with CHPI clients/applicants in a timely manner.</p> <p>The Crisis Centre received funding to renovate their kitchen facilities to a commercial kitchen to meet the needs of their clients.</p> <p>Funding provided 11,797 meals to community members.</p>	<p>N/A</p> <p>\$ 50,000 (OPHI)</p> <p>\$20,000 (HCF)</p>

Section	Actions	Overall Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.1.3 Continued					<p>options a week through The Gathering Place.</p> <p>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>	Funding provided 45,000 Good Food Boxes and/or food rescue services to community members.	\$30,000 (HCF)

Section	Actions	Overall Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.1.3 Continued					<p>Provided funding to The Gathering Place to support the Warming Centre.</p> <p>Provided the Salvation Army with funding to support their Reducing Household Poverty and Providing Household Stabilization. program.</p>	<p>Funding supported 993 nights of stays at the Warming Centre.</p> <p>Supported 68 households with emergency/ re-housing set up or stabilization.</p> <p><b>Target has been met.</b></p>	<p>\$30,000 (HCF)</p> <p>\$30,000 (HCF)</p>

Section	Actions	Overall Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.1.4.	<b>Ensure there is a wide range of supports and services to meet the needs of women and children fleeing violence.</b>	Individuals fleeing violence receive appropriate supports.	Types of supports and services available to meet the needs of women and children fleeing violence.	Numerous supports and services are available to meet the needs of women and children fleeing violence.	<p>Provide women and children who are fleeing violence, with priority status on the centralized waiting list.</p> <p>Assist households fleeing violence with an application for Portable Housing Benefit.</p> <p>Continued to fund Empowering Paths through True Self DEB.</p>	<p>53 households, fleeing violence were given priority access to housing on the centralized waiting lists.</p> <p>36 Portable Housing Benefit applications were submitted on behalf of clients to the Ministry of Finance.</p> <p>515 participants domestic violence were assisted.</p> <p><b>Target has been met.</b></p>	<p>N/A</p> <p>N/A</p> <p>\$ 30,000 (HCF)</p>

Section	Actions	Overall Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.1.5.	<b>Ensure service providers' hours of operation allow individuals and families who are at risk of homelessness and work during the day to access services and programs.</b>	Individuals who work can access support services and programs.	Hours of operation for housing and homelessness services and programs to assist at-risk households who work during the day.	Housing and homelessness services and programs are available after hours to assist at-risk households who work during the day.	<p>Funded the LIPI DNSSAB Household Benefit.</p> <p>Funded the Homelessness Prevention Services through the LIPI</p> <p>Funded the Shelter Supports-Rehousing program through the Crisis Centre Bay.</p>	<p>Provided financial assistance to stabilize 385 unique households experiencing homelessness or at risk of homelessness.</p> <p>Assisted 1985 unique households with housing services that prevent households at risk of homelessness to maintain housing.</p> <p>Assisted with supports for 247 overflow stays in 2019.</p>	<p>See section 1.1.1 (CHPI)</p> <p>See section 1.1.1 (CHPI)</p> <p>\$ 50, 862 (Reaching Home)</p>

Section	Actions	Overall Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.1.5. Continued					North Bay.  Provided funding for the Community Volunteer Income Tax Program through LIPI	1204 individuals were assisted with filing income tax returns to ensure current assessments for OW, CTC, OTB, OAS etc.  <b>Target has been met.</b>	\$ 10,000 (HCF)

Section	Actions	Overall Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.1.6.	<p><b>Accroître les services bilingues pour les femmes qui sont victimes de violence familiale et qui doivent accéder à des services autres que les abris de transition, par exemple le système juridique.</b></p> <p><i>Wide range of bilingual services for women who are victims of domestic violence and who are accessing services outside of transition shelters; for example, the legal system.</i></p>	Francophone women fleeing violence receive appropriate supports.	Number of services offered in French and English available to women who are victims of domestic violence.	Numerous bilingual services and supports are available for women who are victims of domestic violence.	All services funded through Provincial and/or Federal initiatives are required to be offered in French and English	<p>DNSSAB services are available in both French and English.</p> <p>Housing Access Services are provided in both official languages.</p> <p><b>Target has been met.</b></p>	N/A

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

<b>Section</b>	<b>Actions</b>	<b>Outcomes</b>	<b>Measures</b>	<b>Targets</b>	<b>Action Taken in 2019</b>	<b>Outcomes in 2019</b>	<b>Funding</b>
1.2.1.	<b>Develop a sub-committee from the Nipissing District Homelessness and Housing Partnership (NDHHP).</b>	Community agencies are working together to achieve a Coordinated Access System.	Terms of reference to guide the Coordinated Access sub-committee of the NDHHP.	Regular meetings of the Coordinated Access sub-committee.	HIFIS 4 Implementation Committee has been formed as a sub-committee of the NDHHP.	The HIFIS 4.0 Implementation Committee is working together to launch HIFIS 4.0 as a tool to achieve Coordinated Access.  <b>Progress has been made.</b>	\$ 43,837 (CCI)
1.2.2.	<b>Work within a Coordinated Access System to provide housing and homelessness supports and services to the repetitive homeless, youth, VDV, Indigenous and other priority populations.</b>	Coordinated support services are available for the repetitive homeless, youth, VDV, Indigenous and other priority populations.	Coordinated services available to support the repetitive homeless, youth, VDV, Indigenous and other priority populations.	A coordinated inter-service case management processes is in place to support the repetitive homeless, youth, VDV, Indigenous and other priority populations.	Homelessness support agencies including: LIPI), CCNB, the North Bay Indigenous Friendship Centre (NBIFC) and DNSSAB Housing Programs have come together to form the	The HIFIS 4.0 Implementation Committee will work towards launching HIFIS 4.0 as a tool to achieve Coordinated Access. Information will be collected and shared amongst homeless and	See CCI funding above.

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
					HIFIS 4.0 Implementation committee.	at-risk of homelessness households for the purpose of assisting clients either their housing stabilization.  <b>Progress has been made.</b>	
1.2.3.	<b>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.</b>	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.	Homelessness support agencies including: LIPI, CCNB, the NBIFC and DNSSAB Housing Programs have come together to form the HIFIS 4.0 Implementation committee.	The HIFIS 4.0 Implementation Committee will work towards launching HIFIS 4.0 as a tool to achieve Coordinated Access. Information will be collected and shared amongst homeless and at-risk of homelessness households for the purpose of	See CCI funding above.

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
						<p>assisting clients either their housing stabilization.</p> <p><b>Progress has been made.</b></p>	

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.3.1.	<b>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.</b>	People are housed immediately upon losing their housing.	The response to emergency housing loss situations.	A group of housing organizations works together to assist individuals and families in emergency housing loss situations.	The Crisis Management Response Team, a sub-committee of the NDHHP, continues to collaborate with community partners to assist community members in crisis.	<p>The Crisis Management Response Team of the NDHHP responded to several crisis situations including: flooding, fire and condemned buildings.</p> <p><b>Target has been met.</b></p>	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.3.2.	<b>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.</b>	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.	N/A	N/A	N/A

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.4.1.	<b>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.</b>	Youth are offered programs and supports they need.	Number of shelter beds that provide 24/7 programs to help youth stay off the streets and address the cause of their homelessness.	An increase in shelter beds to provide 24/7 programs to help youth staff off the streets and address the cause of their homelessness.	Provided funding to the Future's Program at the CCNB to assist youth staying at Future's with additional emotional/ social supports	Each month in 2019, the 10 residents of the Future's Program were assisted and supported to reach their goals.	\$83,416 (Reaching Home) \$30,000 (HCF)

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
					<p>to assist youth with reaching their goals.</p> <p>Provided funding to LIPI for the Recreation and Community Engagement Fund</p> <p>Provided funding to the CCNB for the Future's Residence-Food Security Program</p>	<p>636 low income families were supported with a venue for exploring art, culture, and community based programs (i.e. Cubs, Scouts, Brownies, art classes, music lessons etc.)</p> <p>33 youth were provided with food security training including: lessons on creating a food budget, meal planning, meal preparation, and the safe</p>	<p>\$21,923 (HCF)</p>

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
						food handling certificate.  <b>Target has been met.</b>	
1.4.2.	<b>Create additional shelter beds for males.</b>	Shelter beds are available for males.	Number of shelter beds for males.	An increase in the number of shelter beds for males.	N/A	N/A	N/A
1.4.3.	<b>Create additional shelter spaces for citizens who are not experiencing abuse.</b>	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.	Provided funding to support the operating costs of two Warming Centre's in North Bay.	Increased the number of shelter beds by 30.  Target had been met.	N/A
1.4.4.	<b>Investigate options to increase funding to meet housing, transportation and daily living needs.</b>	People have funding to access appropriate housing.	Funding for programs and services for housing, transportation and daily living	An increase in funding to meet housing, transportation and daily living needs.	Provided funding to the Discovery Routes Trails Association to provide	102 low income individuals were provided with a refurbished bicycle to assist them with their	\$5,000 (HCF)

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
			needs.		refurbished bicycles to low-income individuals to assist them with their transportation needs.	transportation needs.  <b>Progress has been made.</b>	

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.5.1.	<b>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.</b>	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.	<p>Provided funding for the Identification Clinic through the CCNB.</p> <p>Provided funding for the Brain Injury Association of North Bay and Area to fund the hiring of a Homelessness Prevention Coordinator.</p>	<p>278 individuals accessed services and were assisted with applying for essential identification.</p> <p>41 individuals supported by the Brain Injury Association were provided with assistance with securing and maintaining housing.</p>	<p>\$ 29,995 (HCF)</p> <p>\$ 29,547 (HCF)</p>

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.5.1 Continued					CHPI contracted service providers such as LIPI and CCNB to work as advocates in the community to support households who are homeless or at-risk of homelessness.	Community agencies work closely with landlords and other community agencies to make referrals and support clients with housing stabilization.  <b>Target has been met.</b>	See section: 1.1.2, 1.1.3, & 1.1.5.

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.5.2.	<b>Homelessness support providers and housing support agencies develop linkages with mental health agencies.</b>	Improved partnerships between homelessness support providers, mental health agencies and housing support agencies.	Linkages between housing/homelessness support providers and mental health agencies.	Partnerships are developed between housing/homelessness support providers and mental health agencies.	<p>Provided rent subsidy through the Strong Communities Rent Supplement Program (SCRSP) in partnership with the Canadian Mental Health Association of Nipissing.</p> <p>Collaboration occurs amongst agencies who sit at the NDHHP table.</p>	<p>Maintained funding to subsidize 6 units with CMHA in 2019.</p> <p>NDHHP agencies are working closely together to support client needs.</p>	<p>See Section 3.3.1</p> <p>N/A</p>

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.5.2. Continued					The DNSSAB's Homelessness Prevention Navigator (HPN) attends HUB meetings where agencies work together to stabilize crisis situations.	By attending HUB meetings on a regular basis, the HPN is able to liaison with a variety of service providers and provide urgent responses to CHPI applications for client cases, which are brought to the HUB.  <b>Target has been met.</b>	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.5.3.	<b>Homelessness support providers develop linkages with landlords.</b>	Improved partnerships between homelessness support providers and landlords.	Linkages between homelessness support providers and landlords.	Partnerships are developed between homelessness support providers and landlords.	<p>Provided housing allowance rental subsidies to the chronic and episodically homeless through assistance with the CCNB and LIPI</p> <p>In 2019, a representative from the Near North Landlord Association began attending regular NDHHP meetings to speak to and hear from social services</p>	<p>80 Housing Allowance rental subsidies were provided through IAH-E and 13 were provided through CHPI Housing Allowance.</p> <p>An increase in open communication and understanding between the Landlord Association and social services agencies. Social Service agencies have also been</p>	<p>See Section 3.3.1. (IAH-E)</p> <p>N/A</p>

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.5.3. Continued					<p>agencies.</p> <p>Reaching Home and CHPI funded – program administrators continue to work closely with landlords to maintain and secure housing for clients.</p>	<p>invited to speak at and attend landlord education sessions.</p> <p>CHPI and Reaching Home funded agencies are reporting increased dialogue and communication with landlords in the community.</p>	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
1.5.4.	<b>Homelessness support providers develop linkages with housing support agencies.</b>	Improved partnerships between homelessness support providers and housing support agencies.	Linkages between homelessness support providers and housing support agencies.	Partnerships are developed between homelessness support providers and housing support agencies.	<p>The DNSSAB-Housing Operations department (formerly Nipissing District Housing Corporation) regularly attend NDHHP meetings and works closely with housing and homelessness support services.</p> <p>The Homeless Prevention Navigators attend HUB meetings on a weekly basis.</p>	<p>Partnerships are developed between homelessness support providers and housing support agencies.</p> <p><b>Progress has been made.</b></p>	N/A

## Strategic Objective 2: Improving Housing Stability

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
2.1.1.	<b>Create a Housing Eviction Prevention Program.</b>	Tenants remain housed.	Number of households evicted.	Decrease in the number of households evicted.	<p>DNSSAB's Homeless Prevention Navigators and LIPI-Nipissing staff administered CHPI household benefits to prevent eligible applicants from eviction.</p> <p>Funded the Homeless Prevention Services through LIPI.</p>	<p>In 2019, \$421,491 in CHPI household benefits were administered to assist residents with rental arrears.</p> <p>Assisted 1985 households with housing services to prevent homelessness.</p>	<p>See Section 1.1.5. for homelessness prevention services.</p> <p>See Section 1.1.5. for homelessness prevention services.</p>

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
						<b>Target has been met.</b>	
2.1.2.	<b>Create linkages to housing support services and programs, and crisis management for landlords.</b>	Fewer tenants are evicted because they receive appropriate supports.	Number of households diverted from eviction.	Increase the number of households diverted from eviction.	Continued to fund the Community Mobile Housing Support Services through CCNB.	Assisted 198 unique households with housing services that assist clients with securing housing.  <b>Target has been met.</b>	See section 1.1.2.
2.1.3.	<b>Support housing eviction programs and services that provide education and awareness to individuals and households on the importance of being good tenants.</b>	Tenants are educated on their roles and responsibilities as tenants.	Funding for eviction prevention programs and services.	An increase in funding for eviction prevention programs and services.	Provided funding to the CCNB to provide clients with the Rent Smart Program	44 individuals were provided with Rent Smart training on the importance of being responsible tenants.  <b>Progress has been made.</b>	\$12,736 (HCF)

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
2.2.1.	<b>Advocate for increased funding, supports and services for people to remain housed.</b>	Tenants and homeowners have appropriate supports services to stay in their home.	Funding for services to prevent homelessness.	An increase in funding to prevent homelessness.	Continued to fund the Community Mobile Housing Support Services through CCNB.  Continued to fund the Homeless Prevention Services through LIPI.  Continued to fund the Essential Health Fund through LIPI.	Assisted 198 unique households with housing services that assist clients with securing housing.  Provided 1985 unique households with services to maintain housing.  Provided financial support for health related items for 118 low income citizens.  <b>Target has been met.</b>	See Section 1.1.2. (CHPI)  See section 1.1.5. (CHPI)  \$ 30,000 (HCF)

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
2.2.2.	<b>Establish a community development worker position to support tenants in social/affordable housing.</b>	Tenants in social/affordable housing receive the necessary supports.	Supports for tenants in social/affordable housing.	A variety of supports for tenants in social/affordable housing.	A full time Tennant Retention Officer at the DNSSAB Housing Operations department (NDHC) continues to support tenants.	Tenants residing in DNSSAB-NDHC units are supported to retain their housing.  <b>Progress has been made.</b>	N/A

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
2.3.1.	<b>Work with community partners to create discharge plans that include services and programs available in the District.</b>	Successful housing placement for individuals discharged from correctional facilities or hospitals.	Number of individuals discharged to homelessness.	A decrease in the number of individuals discharged to homelessness.	The North Bay Jail is actively involved in the NDHHP.	Increased dialogue between the North Bay Jail and housing and homelessness service providers.	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
						Progress has been made.	
2.3.2.	<b>Ensure that individuals discharged from institutions receive housing supports and services once they are housed in the District.</b>	Individuals discharged from institutions are able to remain housed with appropriate services and supports.	Number of individuals discharged from institutions experiencing homelessness.	A decrease in chronic and episodic homelessness for individuals discharged from institutions.	The North Bay Jail is actively involved in the NDHHP.	Increased dialogue between the North Bay Jail and housing and homelessness service providers.  Progress has been made.	N/A

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
2.4.1.	<b>Advocate for the need of reliable transportation as a measure of housing stability and retention.</b>	Government understands the transportation needs of rural/Northern communities.	Funding for rural/Northern communities to meet the transportation needs of residents.	Reliable transportation for rural citizens of Nipissing District.	N/A	N/A	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
2.4.2.	<b>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.</b>	Individuals and/or families can remain in their own homes with supports.	Services to assist rural individuals/families to remain housed.	A wide variety of services to assist rural individuals and families to remain housed.	N/A	N/A	N/A

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
2.5.1.	<b>Community services funding for seniors to purchase medical equipment and complete accessibility renovations.</b>	Seniors remain in their own homes with appropriate adaptive equipment.	Funding for medical equipment and home renovations.	An increase in funding for medical equipment and home renovations.	<p>Continue to assist eligible citizens through the Ontario Renovates Program.</p> <p>Continue to fund the Essential Health Fund through LIPI.</p> <p>Funded the Emergency Dental Assistance Fund through LIPI</p>	<p>Two projects that were funded in 2018 through Ontario Renovates were completed in 2019.</p> <p>118 individuals received financial support with health related items.</p> <p>59 individuals received financial assistance to address a dental emergency.</p>	<p>See Section 2.5.2.</p> <p>See Section 2.2.1.</p> <p>\$30,000 (HCF)</p>

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
2.5.1. Continued					Funded the Denture Assistance Fund through LIPI.	14 individuals received financial support to assist with purchasing dentures.  <b>Progress has been made.</b>	\$30,000 (HCF)
2.5.2.	<b>Advocate for grants to maintain/ retrofit homes for seniors.</b>	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.	No new households were added to the Ontario Renovates program in 2019 due to no available funding. However, 2 homes that were funded in 2018 were completed in 2019.	Two homes that were funded in 2018 through Ontario Renovates were completed in 2019.  <b>Target requires progress.</b>	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
2.5.3.	<b>Increase supported housing to assist seniors to be able to remain in their own homes.</b>	Senior citizens can remain in their own home.	Number of supported housing services for seniors.	An increase in supported housing services to assist seniors with aging in place.	No new households were added to the Ontario Renovates program in 2019 due to no available funding. However, 2 homes that were funded in 2018 were completed in 2019.	One of the Ontario Renovates projects completed in 2019 was senior households.  <b>Target requires progress.</b>	N/A
2.5.4.	<b>Increase supported/supportive housing options for seniors in South Algonquin.</b>	Seniors receive the supports they need to remain in their home community.	Number of supported/supportive housing services for seniors in South Algonquin.	An increase in supported housing services to assist seniors in South Algonquin.	No new households were added to the Ontario Renovates program in 2019 due to no available funding. However, 2 homes that were funded in 2018 were completed in 2019.	One of the Ontario Renovates projects completed in 2019 was senior households.  <b>Target requires progress.</b>	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
2.5.5.	<b>Advocate for ongoing management and support to maintain the housing of older adults living with mental illness in the District.</b>	Older adults with a mental illness can remain in the community.	Services and support to assist older adults with mental illness.	An increase in services to support the housing retention of older adults living in the community with mental illness.	Continued the Community Paramedicine Program	Improved access to primary healthcare reduced non-urgent 911 calls, and preventative healthcare and education to patients.  <b>Progress has been made.</b>	See section 2.5.7.
2.5.6.	<b>Advocate and expand funding for health support services to support seniors in their home setting.</b>	Adult patients receive health supports to remain in their own homes.	Types of health services to support seniors in their home setting.	An increase in the amount of health services to support seniors in their home setting.	Continued the Community Paramedicine Program	Adults are supported through home visits, wellness clinics, and referrals.  <b>Progress has been made.</b>	See section 2.5.7.

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
2.5.7.	<b>Investigate the use of para-medicine as an aid for referrals.</b>	Seniors receive information for health supports to remain in their own homes or be appropriately housed.	Referrals from para-medicine interactions.	An increase in the amount of referrals from seniors who interact with para-medicine services.	Continued the Community Paramedicine Program	Enrolled Clients: 459 Home Visits: 373 Non face-to-face visits: 214 Patients attending wellness clinic: 1090 Community referrals: 294. <b>Target has been met.</b>	\$137,000 (LHIN)

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
2.6.1.	<b>Advocate for increased funding for home renovation/retrofit programs.</b>	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	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
3.1.1.	<b>Assist homeowner applicants with funding to create secondary suites, where appropriately permitted through municipal official plans and planning approvals.</b>	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.	Worked with the City of North Bay Planning Department to support the development of a Secondary Suites by-law	A secondary suites by-law was developed by the City of North Bay which supports the creation of secondary suites.  <b>Progress has been made.</b>	N/A
3.1.2.	<b>Advocate for municipalities to create policies/documents to develop, monitor, measure and evaluate secondary suites.</b>	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.	Worked with the City of North Bay Planning Department to support the development of a Secondary Suites by-law	A secondary suites by-law was developed by the City of North Bay which supports the creation of secondary suites.	N/A

						<b>Progress has been made.</b>	
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**Strategy 2: Explore opportunities to expand rental subsidy programs**

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
3.2.1.	<b>Advocate for increased funding for rent subsidy programs.</b>	An increase in affordable rental housing.	Number of rental subsidies recipients.	An increase in the number of rental subsidy recipients.	Utilize available funding to secure rental subsidies for clients who have a financial/housing need.	Approximately, 18 additional recipients received Housing Allowance in 2019.  <b>Target has been met.</b>	\$4,303 (OPHI)
3.2.2.	<b>Create additional rent subsidies to address the shortage of rental housing in municipalities without social housing.</b>	An increase in affordable housing options in the district's rural municipalities and areas.	Number of rent subsidies in municipalities without social housing.	An increase in the number of rent subsidies in municipalities that don't have social housing.	Started the Portable Housing Benefit Pilot Program.	9 clients moved from the social housing waiting list to the Portable Housing Benefit Program.  <b>Progress has been made.</b>	\$ 129,207 (Municipal)

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
3.3.1.	<b>Maximize funding opportunities that align with the strategic objectives of this plan.</b>	Funding is aligned with the strategic objectives.	Progress made on strategic objectives of the plan.	An increase in the amount of progress made to address the strategic objectives of the plan.	The 10-Year Housing and Homelessness Plan as well as the 5-Year Review of the 10-Year Housing and Homelessness Plan are driving most of investment decisions that the DNSSAB makes.	The DNSSAB's overall investment in strategies related to the 10-Year Housing and Homelessness Plan was approximately \$4,538,821 in 2019  <b>Target has been met.</b>	See Table 1-2019 Funding
3.3.2.	<b>Advocate for increasing the investment of the Affordable Housing Reserve Fund.</b>	The Affordable Housing Reserve fund will increase.	Amount of money in the Affordable Housing Reserve Fund.	An increase in the amount of money in the Affordable Housing Reserve Fund.	N/A	N/A	N/A

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
3.4.1.	<b>Increase opportunities for affordable homeownership.</b>	Maximize homeownership opportunities for low income families.	Number of households assisted with homeownership.	An increase in the number of households assisted with homeownership.	Combined OPHI and IAH funding to increase number of applicants assisted.	Assisted 6 families with purchasing a home through the Homeownership Program  <b>Target has been met.</b>	\$106,680 (IAH & OPHI)
3.4.2.	<b>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.</b>	Citizens are able to remain housed because their accommodations are acceptable, safe, and affordable.	Number of households homeless or at-risk of homelessness due to health hazards.	A decrease in the number of households homeless or at-risk of homelessness due to health hazards.	N/A	N/A	N/A

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
3.5.1.	<b>Advocate for increased funding for the creation of additional affordable housing units.</b>	Funding to create affordable housing.	Amount of funding for affordable housing developments.	An increase in the amount of funding for affordable housing units.	Advocated for additional funding for the development of a transitional housing project in North Bay.	Continued to advocate for transitional housing to all levels of government.  <b>Progress has been made.</b>	N/A
3.5.2.	<b>Increase the supply of housing for singles.</b>	Singles can find affordable housing units.	Number of affordable housing units for singles.	An increase in the number of affordable housing units for singles.	Advocated for additional funding for the development of a transitional housing project in North Bay.	Continued to advocate for transitional housing to all levels of government.  <b>Progress has been made.</b>	N/A
3.5.3.	<b>Increase the supply of accessible housing, for singles other than</b>	Non-seniors can find accessible housing.	Number of accessible housing units for non-seniors.	An increase in the number of accessible housing units for non-seniors.	Advocated for additional funding for the development of a transitional housing project	Continued to advocate for transitional housing with accessible units to all levels of	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
	senior citizens.				in North Bay.	government. <b>Progress has been made.</b>	
3.5.4.	<b>Address the need for more two-bedroom units for low-income individuals/families and seniors.</b>	Two-bedroom rental supply is sufficient to meet demand.	Number of affordable two-bedroom units.	An increase in the number of affordable two-bedroom units.	N/A	N/A	N/A
3.5.5.	<b>Increase the supply of housing for senior citizens.</b>	Seniors can find affordable housing.	Number of affordable housing units for seniors.	An increase in the number of affordable housing units for seniors.	N/A	N/A	N/A
3.5.6.	<b>Advocate for a first right of refusal to DNSSAB on all surplus government buildings and land, provided it is used for affordable</b>	Surplus land and buildings can be repurposed for affordable housing.	Number of citizens housed in surplus government buildings and land.	An increase in the number of people housed in surplus government buildings and land.	N/A	N/A	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
	housing purposes.						
3.5.7.	<b>Investigate the impact that building and zoning regulations have on the creation of affordable housing supply in Nipissing District.</b>	Municipal building and zoning regulations support the development of affordable housing options along the Continuum.	Number of collaboration opportunities with municipalities in Nipissing District to support the development of affordable housing.	An increase in the number of collaborations with municipalities in Nipissing District, to support the development of affordable housing.	N/A	N/A	N/A

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
3.6.1.	<b>Advocate for funding to increase the transitional housing supply.</b>	Funding to create transitional housing.	Number of transitional housing beds.	An increase in the number of transitional housing beds.	Advocated for additional funding for the development of a transitional housing project in North Bay	Continued to advocate for transitional housing to all levels of government.  <b>Progress has</b>	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
						<b>been made</b>	
3.6.2.	<b>Increase transitional housing for victims of domestic violence outside North Bay.</b>	Transitional housing is available for victims of domestic violence, outside North Bay.	Number of transitional housing beds outside of North Bay, for victims of domestic violence.	An increase in the number of transitional housing beds outside of North Bay, for victims of domestic violence.	N/A	N/A	N/A
3.6.3.	<b>Investigate the creation of youth transitional housing in Sturgeon Falls.</b>	Transitional housing for youth is available in Sturgeon Falls.	Number of transitional housing beds for youth in Sturgeon Falls.	An increase in the number of transitional housing beds for youth in Sturgeon Falls.	N/A	N/A	N/A
3.6.4.	<b>Advocate for funding to create transitional housing for individuals with addiction.</b>	Individuals with addiction are supported with transitional housing.	Number of transitional housing beds for individuals with addictions.	An increase in the number of transitional housing beds for individuals with addictions.	Advocated for additional funding for the development of a transitional housing project in North Bay.	Continued to advocate for transitional housing to all levels of government. <b>Progress has been made.</b>	N/A

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
3.7.1.	<b>Advocate for funding for new and existing units to include support services.</b>	Tenants receive appropriate supports.	Number of supported/supportive housing units.	An increase in the number of supported/supportive housing units.	Advocated for additional funding for the development of a transitional housing project in North Bay, which include support services.	Continued to advocate for transitional housing for singles with on-site support services to all levels of government.  <b>Progress has been made.</b>	N/A
3.7.2.	<b>Advocate for funding to support the delivery of supports for seniors and persons with disabilities in new and existing units.</b>	Adequate supports are available for the housing supply.	Number of supported social/affordable housing units for seniors.	An increase in the number of supported social/affordable housing units for seniors.	N/A	N/A	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
3.7.3.	<b>Advocate for increased funding for housing with support services for individuals experiencing mental health and addictions.</b>	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.	Advocated for additional funding for the development of a transitional housing project in North Bay.	Continued to advocate for transitional housing for singles with on-site support services to all levels of government.  <b>Progress has been made.</b>	N/A
3.7.4.	<b>Explore opportunities to increase the supply of congregate living and group homes.</b>	Increased supply of congregate living and group homes.	Number of congregate living and group home accommodations.	An increase in the number of congregate living and group home accommodations.	Advocated for additional funding for the development of a transitional housing project in North Bay.	Continued to advocate for transitional housing for singles with shared facilities to all levels of government.  <b>Progress has been made.</b>	N/A

## Strategic Objective 4: Sustaining and Expanding the Housing Portfolio

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
4.1.1.	<b>Ensure that housing providers are accessing Asset Management resources and tools for the development of Asset Management Plans.</b>	A plan that will guide decisions regarding asset renewal/ redevelopment in the social housing portfolio.	Number of housing providers utilizing housing management resources and tools.	An increase in the number of providers utilizing housing management resources and tools.	Ongoing discussions with housing providers on the topics of asset management planning and capital planning.	During operational reviews, housing providers and given information on asset management tools.  <b>Progress has been made.</b>	N/A
4.1.2.	<b>Advocate for increased funding for social housing repairs and renovations.</b>	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.	Housing providers were given an opportunity to submit an RFP for funding for the purpose of renovations and repairs to their social	7 different housing providers were allocated funding for a variety of repairs and renovations including: replacing	\$ 625,455 (OPHI)

					housing projects.	flooring and hot water boilers; general safety repairs; converting baths and showers; upgrades to kitchen appliances; roofing repairs; the replacement of windows/doors; furnace and weeping tile replacement; and renovations to siding, eaves, and flashing.  <b>Progress has been made.</b>	
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**Strategy 2: Review the social housing portfolio.**

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
4.2.1.	<b>Ensure operational efficiencies throughout the social housing portfolio.</b>	Social housing providers are operating efficiently.	Number of operational/ targeted reviews conducted.	Operational/ targeted reviews are being conducted on a consistent basis.	In 2019, 2 operational reviews were conducted by Housing Administrators at the DNSSAB.	Operational reviews are conducted with housing providers on an ongoing basis. The current operational review process is currently under review.  <b>Progress has been made.</b>	N/A
4.2.2.	<b>Review applicable data to ensure that existing and future housing units match the demographic and socio-economic</b>	Current and future social housing will match the demographic and socio-economic characteristics of the client population.	The location, size, type, and cost of residing in social housing.	A social housing portfolio that matches the demographic and socio-economic needs of the District.	N/A	N/A	N/A

	characteristics of the District.						
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**Strategy 3: Maintain Nipissing’s service level standards in social housing.**

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
4.3.1.	<b>Ensure consistent planning is occurring around end of operating agreements to ensure service level standards are being met.</b>	Social housing providers are able to sustain their organization after operating agreements have expired.	End of operating agreements.	An increase in consistent planning around end of operating agreements.	Housing Administrators engaged with housing providers who are approaching the end of their operating agreement.	Consistent and open communication was maintained with the West Nipissing Non-Profit Housing Corporations whose Municipal Non-Profit project is set to expire.  <b>Progress has been made.</b>	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
4.3.2.	<b>Research and develop options for the maintenance of service level standards, after operating agreements with housing service providers end.</b>	Service levels in social housing are maintained.	Service level standards.	An increase in the quality of service level standards after end of operating agreements.	The DNSSAB engaged with the Ministry of Municipal Affairs and Housing (MMAH) to ensure that service level standards are discussed. This included expiring projects.	During an MMAH review the DNSSAB requested the inclusion of West Nipissing Non-profit Housing Corporation (WNNPHC) Municipal Non-Profit units in services level standards.  <b>Progress has been made.</b>	N/A
4.3.3.	<b>Research and develop options for the maintenance of service level standards and assist housing providers</b>	A plan is in place to assist providers as their operating agreements end.	Financial plans.	An increase in the quality of financial planning after operating agreements expire.	DNSSAB Housing Administrators spoke with housing providers and identified that Municipal Non-Profit providers were having possible end of	Housing Administrators completed forecasting for the end of operating agreement for MNP providers.	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
	with financial plans after operating agreements expire.				operating agreement concerns.	<b>Progress has been made.</b>	
4.3.4.	<b>Investigate changes to the current RGI system.</b>	More stable and predictable revenue for housing service providers.	RGI funding.	An increase in funding for RGI housing service providers.	In 2019, upcoming changes to the RGI system were announced by the MMAH.  The Ministry allowed SM's to choose their implementation date for initiating specific changes.	The DNSSAB began planning for full RGI changes implementation in 2021. This including preparing communication at the end of 2019 to inform housing providers of the changes at the beginning of 2020.  <b>Progress has been made.</b>	N/A

**Strategy 4: Create opportunities to facilitate new housing projects.**

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
4.4.1.	<b>Leverage opportunities, for the purpose of developing/facilitating, owning and/or managing new housing projects.</b>	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.	N/A	N/A	N/A
4.4.2.	<b>Investigate the creation of additional seniors housing in Temagami.</b>	The housing supply in Temagami meets the needs of senior citizens.	Number of seniors housing units in Temagami.	An increase in the number of seniors housing units in Temagami.	N/A	N/A	N/A
4.4.3.	<b>Investigate the creation of additional seniors housing in Mattawa.</b>	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.	N/A	N/A	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
4.4.4.	<b>Investigate the creation of additional units to meet changing demographic and socio-economic needs.</b>	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.	Advocated for additional funding for the development of a transitional housing project in North Bay, which include support services.	Continued to advocate for transitional housing for singles with on-site support services to all levels of government.  <b>Progress has been made.</b>	N/A

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

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
5.1.1.	<b>Develop a communication strategy for the 10 Year Housing and Homelessness Plan.</b>	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.	Engaged with community stakeholders (service providers, private market, municipalities) as part of the 5-Year Review of the 10-Year Housing and Homelessness Plan process.	The DNSSAB provided opportunities for community stakeholders to discuss and influence the 10-Year Housing and Homelessness Plan through the 5-Year Review process.  The 5-Year Review was posted on the DNSSAB public website and findings were shared with the NDHHP.	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
						<b>Progress has been made.</b>	
5.1.2.	<b>Ensure that new housing programs and opportunities are linked back to the Plan, and support the Strategic Objectives of The Plan.</b>	Annual work plans are developed with input from community partners and endorsed by DNSSAB.	Number of target met.	An increase in the number of targets met.	The Board Members, management, and staff at the DNSSAB reflect upon the strategic objectives of the plan when making recommendations or decisions around housing programs and services.	32% of targets have been met.  81% of action items have made progress toward the target.  <b>Progress has been made.</b>	N/A
5.1.3.	<b>Report on annual progress of the 10 Year Housing and Homelessness Plan.</b>	DNSSAB, stakeholders are informed of the progress in meeting the targets and objectives of the 10 Year Housing and Homelessness	Reporting on the plan.	Reporting to community partners on an annual basis.	The DNSSAB successfully submitted the 5-Year Review of the 10-Year Housing and Homelessness Plan and has reported annually on the plan since its inception in	The annual updates and 5-Year Review of the 10-Year Housing and Homelessness Plan are posted on the DNSSAB website.  <b>Target has</b>	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
		Plan.			2014.	been met.	

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

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

5.2.2.	<b>Increase communication between Housing Access Nipissing and the Nipissing District Homelessness and Housing Partnership members.</b>	The NDHR Inc. and the NDHHP are working collaboratively.	Amount of communication.	An increase in communication between Housing Access Nipissing and NDHHP service providers.	Housing Access Nipissing staff members of the DNSSAB, attend NDHHP regularly and report on changes to programs structure, eligibility, and respond to inquiries from service providers.	NDHHP service providers receive timely and accurate information regarding Housing Access Nipissing Programs. During NDHHP meetings open dialogue occurs which provides Housing Access Nipissing staff with insight into community stakeholder situations.  <b>Target has been met.</b>	N/A
5.2.3.	<b>Work with community partners to ensure that service</b>	Clients are supported and understanding housing and homelessness	Interactions with service providers.	Service providers are provided with information and resources to support their clients with	Housing Access Nipissing staff members of the DNSSAB,	NDHHP service providers receive timely and accurate information	N/A

	<p><b>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.</b></p>	<p>supports and services.</p>		<p>eligibility and application processes.</p>	<p>attend NDHHP regularly and report on changes to programs structure, eligibility, and respond to inquiries from service providers.</p>	<p>regarding Housing Access Nipissing Programs. During NDHHP meetings, open dialogue occurs which provides Housing Access Nipissing staff with insight into community stakeholder situations and the opportunity to ask questions.</p> <p><b>Target has been met.</b></p>	
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5.2.4.	<b>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.</b>	Applicants on the Centralized Waiting List are provided with referrals to support their needs.	Number of referrals.	An increase in the number of referrals for individuals and households on the Centralized Waiting List.	Housing Access Nipissing staff provides clients with referrals and information about other programs and services in the community that could assist them with their housing situation.	Clients awaiting an offer for social housing are provided with resources to assist them with their housing needs.  <b>Progress has been made.</b>	N/A
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**Strategy 3: Increase the collaboration between DNSSAB and/ or any of the following: community partners, municipalities, federal government, provincial governments.**

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
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Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
5.3.1.	<b>Create linkages between municipalities, developers, service providers, DNSSAB and affordable housing providers.</b>	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.	<p>In 2019, municipalities, private developers, &amp; landlords took part in the consultation for the 5-Year Review of the 10-Year Housing and Homelessness Plan.</p> <p>District-wide municipal councilors and mayors sit on the Board of Directors for the DNSSAB.</p>	<p>Municipalities, private developers, and landlords were provided with an opportunity to provide direct feedback, experiences and opinions to the DNSSAB which was utilized to inform the 5-Year Review of the 10-Year Housing and Homelessness Plan.</p> <p>DNSSAB Board members utilize their municipal expertise to inform District wide decision</p>	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
5.3.1. Cont'd					<p>The Near North Landlord Association began attending NDHHP meetings to engage with housing and homelessness service providers.</p>	<p>making around housing and homelessness programs and services.</p> <p>An increase in open dialogue between landlords and service providers has led to an increase in collaboration and understanding.</p> <p><b>Progress has been made.</b></p>	

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
5.3.2.	<b>Participate in local, northern and provincial working groups.</b>	Increased collaboration and awareness of Northern housing and homelessness issues.	Types of working groups.	DNSSAB staff are involved in a variety of local, northern, and provincial working groups.	<p>DNSSAB is the Community Entity (CE) for the Nipissing District Housing and Homelessness Partnership (NDHHP).</p> <p>The DNSSAB sits on multiple local, provincial, and federal working groups and has provided feedback to various levels of government on the state of housing and homelessness in Nipissing District.</p>	<p>Concerns and issues related to housing and homelessness in Nipissing District were communicated to the various levels of government.</p> <p><b>Target has been met.</b></p>	N/A

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
5.3.4.	Seek opportunities to inform the public about the DNSSAB's RFP process and other available funding to ensure that a wide range of proponents are aware of funding opportunities.	Communication strategy is in place to promote the DNSSAB's RFP process.	Knowledge of RFP opportunities.	An increase in RFP applications.	As of 2019 the DNSSAB no longer hosts RFPs with the City of North Bay and has switched to posting RFP opportunities on the DNSSAB website and Bids & Tenders.	The DNSSAB utilizes Bids & Tenders and its website to post publicly about RFP opportunities. The DNSSAB then reviews the proponents submissions to determine the best candidates. The final decision is approved by the Board of Directors at the DNSSAB.  <b>Progress has been made.</b>	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
5.3.5.	Endeavour to coordinate funding opportunities in support of a more integrated housing and homelessness system.	Funding is coordinated and aligned to support housing and homelessness programs.	Funding opportunities.	An increase in funding opportunities that are aligned with the strategic objectives of the 10 year plan.	DNSSAB Housing Services worked together to integrate the Nipissing District Housing Registry into the Housing Programs department.  The DNSSAB continued to experience integration and collaboration amongst DNSSAB Housing Programs and DNSSAB Housing Operations (NHDC)	The integration of housing services has allowed for improved service delivery, improved data collection, analysis, and a more comprehensive understanding of housing and homelessness in Nipissing District.  <b>Target has been met.</b>	N/A

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

<b>Section</b>	<b>Actions</b>	<b>Outcomes</b>	<b>Measures</b>	<b>Targets</b>	<b>Action Taken in 2019</b>	<b>Outcomes in 2019</b>	<b>Funding</b>
<b>5.4.1.</b>	<b>The NDHHP provides advice on issues related to homelessness.</b>	DNSSAB is more informed on homelessness issues.	Interaction with NDHHP members	Consistent interaction with NDHHP members on issues related to housing and homelessness	The NDHHP continued its role as the Community Advisory Board (CAB).	The NDHHP provides service provider advice to the DNSSAB on issues related to homelessness.  <b>Target has been met.</b>	N/A
<b>5.4.2.</b>	<b>The NDHHP will assist in monitoring the progress of the 10 Year Housing and homelessness Plan.</b>	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 was actively involved in the 5-Year Review of the 10-Year Plan through a consultation process. The NDHHP continues to receive monthly	The NDHHP members provide the DNSSAB with feedback on programs and services related to the 10-Year Housing and Homelessness Plan. The Plan	N/A

					updates from the DNSSAB on Housing and Homelessness programs and services.	is available for review on the DNSSAB's website.  <b>Progress has been made.</b>	
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**Strategy 5: DNSSAB will be a leader and advocate in supporting homelessness prevention initiatives and affordable housing solutions.**

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
5.5.1.	<b>Ensure that social assistance regulations and legislation supports the housing situation of residents of Nipissing District.</b>	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.	N/A	N/A	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
5.5.2.	<b>Advocate on behalf of the citizens of Nipissing District, for acceptable housing and related support programs and services, to meet their housing needs.</b>	Citizens of Nipissing District receive housing related supports and services that meet the demographic and socio-economic needs of the District.	Services for housing related supports and services.	A diverse variety of housing related supports and services.	Ongoing discussions with Federal and Provincial ministries to communicate the housing and homelessness needs in Nipissing District, and advocate for program funding.  <b>Target requires more progress.</b>	N/A	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
5.5.3.	<b>Advocate for northern, rural and remote housing and homelessness solutions.</b>	The provincial government will know the needs of northern, rural and remote citizens.	Number of working groups.	DNSSAB staff communicate the needs of Nipissing District through involvement in a variety of provincial working groups.	In 2019 the DNSSAB participated on committees, working groups, and conferences hosted by all levels of government.	DNSSAB staff and Board Members participated in various committees, working groups, and conferences and advocate for the housing needs of northern, rural, and remote communities in Nipissing District.  <b>Target has been met.</b>	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
5.5.4.	<b>Advocate for a National Housing Strategy that meets the needs of Nipissing District.</b>	Sustainable and predictable long term funding for affordable housing initiatives.	Amount of funding from the federal government.	An increase in the amount of funding received for housing related programs and services.	The National Housing Strategy (NHS) was released on November 22, 2017 for a time span of 10 years.	The Government of Canada is currently implementing the National Housing Strategy (NHS), which will see \$ 40 billion dollars in funding spend towards housing and homelessness over a span of 10 years.  <b>Progress has been made.</b>	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
5.5.5.	<b>Facilitate communication between citizens and government leaders, related to their housing needs.</b>	The housing needs of citizen's are recognized.	Published articles and reports related to housing.	Consistent communication with citizens and government on issues related to housing and homelessness.	<p>The DNSSAB Board of Directors provides the public and local media outlets with media releases to inform the community about current housing and homelessness issues, decision, and changes.</p> <p>In 2019, the 2018 Annual Update to the 10-Year Housing and Homelessness Plan as well as the 5-Year Review of the 10-Year Housing and</p>	In 2019 two main media releases were sent to local media outlets regarding the DNSSAB board attending and advocating for housing and homelessness issues during the annual gathering of the Association of Municipalities of Ontario (AMO) and Rural Ontario Municipal Association (ROMA) conferences	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
5.5.5 Cont'd					Homelessness Plan were published to the DNSSAB's website.  Monthly Board packages are published on the DNSSAB website.	<b>Progress has been made.</b>	

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
5.6.1.	<b>Develop partnerships between non-Indigenous service providers and Indigenous service providers, elders, community</b>	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.	DNSSAB housing staff continue to actively participate on the Urban Aboriginal Strategy's Community Action Circle (CAC) at the	Homelessness and housing issues are discussed collaboratively with Indigenous and non-Indigenous community	N/A

	members.				<p>NBIFC.</p> <p>NBIFC and Ojibway Women's Lodge staff actively sit on the Nipissing District Housing and Homelessness Partnership (NDHHP) and provide community partners with insights and information regarding Indigenous housing and homelessness topics and concerns.</p> <p>The DNSSAB provides staff with Indigenous cultural learning opportunities.</p>	<p>stakeholders.</p> <p><b>Progress has been made.</b></p>	
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## Strategic Objective 6: Awareness, Education, Information and Best Practices

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
6.1.1.	<b>Ensure that service directories are bilingual and accessible to the public.</b>	French and English speaking citizens are informed of services in the District.	Bilingual service directories.	All service directories in the District are available in French and English.	The DNSSAB continues to update the newly launched DNSSAB bilingual website.	A fully bilingual DNSSAB website is available to the public.  <b>Target has been met.</b>	N/A
6.1.2.	<b>Offer information sessions to social service agencies, institutions, municipalities, and other stakeholders on the</b>	Individuals and families are aware of housing and homelessness programs in the District.	Information sessions provided to social service agencies, institutions, municipalities, and other stakeholders.	A variety of information sessions provided to social service agencies, institutions, municipalities, and other stakeholders.	Attended Near North Landlord Association Education sessions to provide landlords with information and housing and homelessness	Contacts at the Near North Landlord Association and NBRHC are able to communicate more effectively and openly with DNSSAB staff as well as NDHHP	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
	programs and services offered by the DNSSAB.				<p>services and programs offered by the DNSSAB.</p> <p>Provided an information session to North Bay Regional Health Centre (NBRHC) staff on housing and homelessness services delivered through the DNSSAB.</p>	<p>members.</p> <p><b>Target has been met.</b></p>	
6.1.3.	<i>S'assurer que la population francophone soit reconnue en tenant compte de la langue française lors de la publication de rapports à</i>	A better informed Francophone community.	Reports published in French.	All published reports available in French and English.	<p>The DNSSAB website and notices from the DNSSAB are published in French and English.</p> <p>Housing Access Nipissing staff provide services</p>	Citizens and community partners who would like service in French or English can be served and supported in their preferred language.	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
	<p><i>toutes les étapes de la planification communautaire portant sur le logement et le sans-abrisme.</i></p> <p>Ensure the francophone population is recognized by capturing the French language when publishing reports at all phases of community planning for housing and homelessness.</p>				in both official languages.	<b>Target has been met.</b>	
6.1.4.	<b>Social Media is utilized to highlight programs in the</b>	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	Staff, citizens, and community stakeholders are provided with a social media	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
	<b>District.</b>				monitors and posts information on the DNSSAB's social media page, specifically Facebook.	platform to engage with the DNSSAB, receive information about programs/services, office closures and overall updates.  <b>Target has been met.</b>	

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
<b>6.2.1.</b>	<b>Share information and data collected on housing and homelessness needs with citizens and all levels of government.</b>	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.	5-Year Review of 10-Year Housing and Homelessness Plan was posted publicly on the DNSSAB's website. The document included a comprehensive analysis of demographic and housing needs in the District of	Members of the public and all levels of government are aware of data and information pertaining to housing and homelessness in Nipissing	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
					<p>Nipissing.</p> <p>The monthly Board packages are also posted on the public website for public information.</p> <p>Information, reports, and meetings are held consistently with Federal Government of Canada representatives through the NDHHP; Ontario government representatives through the Ministry of Municipal Affairs and Housing (MMAH); and municipal representatives through Board meetings.</p>	<p>District.</p> <p><b>Target has been met.</b></p>	

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
6.2.2.	<b>Disseminate educational materials that target the stigma and beliefs about homelessness.</b>	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.	N/A	N/A	N/A
6.2.3.	<b>Work with post-secondary institutions to understand the housing needs and challenges of the student population.</b>	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.	The DNSSAB engaged with the Nipissing University Student Union through the consultation process for the 5-Year Review of the 10-Year Housing and Homelessness Plan.	Post-secondary student housing needs were included in the decision making for the creation of the report that outlined the 5-Year Review of the 10-Year Housing and Homelessness Plan.  <b>Progress has been made.</b>	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
6.2.4.	<b>Advocate for accurate data on student housing needs to support student populations in the District.</b>	Student housing needs are accurately captured.	Data on student housing.	Reliable and consistent data on student housing.	N/A	N/A	N/A
6.2.5.	<b>Advocate for enhanced awareness of homelessness due to migration and transience.</b>	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.	N/A	N/A	N/A

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
6.3.1.	<b>Develop partnerships with employment</b>	Individuals and families have access to a wide range of	Number of job postings.	An annual increase in the number of job postings.	The DNSSAB Employment team is an active member of the	DNSSAB departments and employment	

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
6.3.1. Cont'd	agencies, businesses, municipalities, post-secondary institutions, and economic development entities to support a range of stable employment opportunities across the District.	stable employment opportunities.			<p>Nipissing Employment Services Table (NEST).</p> <p>A representative from the North Bay and Area Chamber of Commerce works closely with Ontario Works clients to secure local employment opportunities that meet the needs of clients and employers.</p> <p>Yes Employment Services is an active member of the NDHHP.</p> <p>Provided funding to the North Bay and Area Multicultural Centre for the</p>	<p>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.</p> <p>The Multicultural Centre worked with The Business Centre to assist 15 newcomer women with receiving their safe food</p>	\$7,336 (HCF)

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
					Empowering Women to be Independent Program.	handling certificate, while learning about how to market and run a catering business  <b>Progress has been made.</b>	
6.3.2.	<b>Advocate to all levels of government on the employment needs of citizens in Nipissing District.</b>	A greater understanding of the employment needs of citizens in Nipissing District.	Data on employment needs in Nipissing District.	Reliable and consistent data on employment needs in Nipissing District.	The DNSSAB Employment team submitted the extensive Ontario Works Services Plan 2019-2020 to the Ministry of Children, Community, and Social Services to advocate for additional funding for better service delivery.	The DNSSAB employment team thoroughly analyzed the current resource and identified gaps in the Ontario Works programs. Topics covered included employability, collective bargaining, mental health,	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
						barriers to employment, etc.  <b>Progress has been made.</b>	

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

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
<b>6.4.1.</b>	<b>Work closely with Indigenous partners to support the development of cultural protocols, policies, and standards for individuals and families accessing housing programs and</b>	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.	DNSSAB housing staff continue to actively participate on the Urban Aboriginal Strategy's Community Action Circle (CAC) at the NBIFC.	DNSSAB staff attending CAC meetings are able to bring cross-cultural information and discussions back to the office for further discussion with the Housing	N/A

	services.				<p>NBIFC and Ojibway Women’s Lodge staff actively sit on the Nipissing District Housing and Homelessness Partnership (NDHHP) and provide community partners with insights and information regarding Indigenous housing and homelessness topics and concerns.</p> <p>The DNSSAB provides staff with Indigenous cultural learning opportunities.</p>	<p>department.</p> <p>Homelessness and housing issues are discussed collaboratively with Indigenous and non-Indigenous community stakeholders.</p> <p><b>Progress has been made.</b></p>	
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**Strategy 5: Develop and implement a quality standards framework and best practices program for social housing and housing programs.**

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
6.5.1.	<b>Review and consistently update a quality assurance framework for the operations of social housing providers.</b>	Reliably delivered social housing programs.	Progress reports from operational reviews.	Directives and recommendations from operational reviews are completed on a monthly basis.	Reviewed and updated the operational review report template.	New process has been developed and implemented to conduct operational reviews.  <b>Target has been met.</b>	N/A
6.5.2.	<b>Seek opportunities to obtain feedback from tenants and housing program participants through the use of surveys etc.</b>	Housing services and programs that meet the needs of citizens in the District.	Feedback from tenants and housing program participants.	A variety of feedback opportunities is provided to tenants and housing program participants.	N/A	N/A	N/A

6.5.3.	<b>Discover the needs of applicants on the Centralized Waiting List.</b>	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.	<b>Live data dashboards have been developed through the use of Tableau software.</b>	<b>Reliable and consistent data from the waiting list is easily accessible.</b>  <b>Target has been met.</b>	N/A
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**Strategy 6: DNSSAB become a repository of housing information, data and knowledge.**

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
.	<b>Streamline the existing shelters and service provider reporting format, so that specific housing and homelessness information is captured.</b>	Shelters and service providers are trained and use HIFIS.	Number of shelters and service providers using HIFIS.	An increase in the number of shelters and service providers using HIFIS.	The DNSSAB’s HIFIS Community Coordinator provides ongoing support to HIFIS 3.8 users in the District. The Coordinator is also overseeing the launching of HIFIS 4.0 which will be used as a tool to achieve Coordinated Access by March 2021.	Service providers entering client data into HIFIS 4.0 are able to provide more comprehensive, accurate, and similar information on the demographic background, needs, and trends of the homeless population.  <b>Target has been met.</b>	See Section 1.21. (CCI)

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
6.6.2.	<b>Have current demographic and socio-economic information available to the public, especially as it relates to housing need.</b>	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 2019, updated statistics were added to the 5-Year Review of the 10-Year Housing and Homelessness Plan which was published on the DNSSAB website.	Updated demographic and housing needs information is available for community partners and citizens.  <b>Target has been met.</b>	N/A

Section	Actions	Outcomes	Measures	Targets	Action Taken in 2019	Outcomes in 2019	Funding
6.6.3.	<b>Create a definitions glossary for Nipissing District as it relates to housing and homelessness.</b>	A District-wide understanding of housing and homelessness terms.	Definitions used in agreements and contracts.	Consistent housing definitions are used across the District.	<p>The DNSSAB uses consistent definitions in RFPs and legal/service agreements.</p> <p>The DNSSAB created a reporting tool and definitions document for the CHPI Performance Indicators to ensure that all CHPI funded projects use consistent homelessness definitions.</p>	<p>Consistent definitions are used amongst stakeholders to decrease confusion and enhance an overall understanding of housing and homelessness.</p> <p><b>Progress has been made.</b></p>	N/A

## BRIEFING NOTE HS31-21

For Information  For Approval

**DATE:** June 23, 2021

**PURPOSE:** **2020-21 CHPI and SSRF Year End Report**

**PREPARED BY:** Stacey Cyopeck, Director, Housing Programs

**REVIEWED BY:** Justin Avery, Manager of Finance

**REVIEWED BY:** Catherine Matheson, CAO

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Briefing note HS31-21 outlines how the Community Homelessness Prevention Initiative (CHPI) funding was used in 2020-21 as well as the additional pandemic related CHPI Social Services Relief Fund (SSRF) allocations, for information purposes.

### **BACKGROUND:**

The 2020-2021 Community Homelessness Prevention Initiative (CHPI) funding was originally set by the province at **\$1,771,340** for the fiscal year. The CHPI funding Guidelines direct that the funds are to be used for four primary categories:

- **Emergency Shelter Solutions** - services and supports for those who are experiencing homelessness.
- **Housing with Related Supports** - activities such as providing operating funding for long-term and transitional housing, as well as supports related to the delivery of that housing.
- **Other Services and Supports** - various services and supports to assist vulnerable clients with relief or support in obtaining housing.
- **Homelessness Prevention** - services that assist households at-risk of homelessness to retain their housing (e.g. shelter diversion programs)

A fifth priority was added with the advent of the pandemic related CHPI funding:

- **Homelessness Prevention – Rent Relief Only** – including rent banks and emergency energy funds (e.g. landlord outreach and mediation, emergency financial assistance in the form of payment of rental and/or utilities arrears).

As the COVID-19 pandemic unfolded, significant challenges and opportunities presented themselves within the District of Nipissing. CHPI funding was increased a total of five times during the year with the implementation of the CHPI Social Services Relief Fund (SSRF), the second phase of which included the requirement for a business case to access capital funding that was submitted to the Ministry of Municipal Affairs and Housing (MMAH) for the creation of 20 new units of independent housing with access to supports for homeless and vulnerable adults.

**2020-2021 CHPI, SSRF Funding Timeline:**

- March 2020 – CHPI 2020-21 Investment Plan was approved by MMAH with a budget of **\$1,771,340**
- March 2020 – announcement of new pandemic-related CHPI funding “Social Services Relief Fund” from MMAH In April 2020, the DNSSAB received approval letter indicating **\$589,200** to be used for Pandemic related pressures within the homelessness sector
- August 2020 – Announcement of future SSRF Phase 2 funding with request for the submission of a Business Case
- September 2020 – DNSSAB submits business case proposal for operational funding for Emergency Shelter services, including the low barrier shelter, and capital funding for the creation of 20 new units of independent housing with access to supports October 2020 – Approval of business case and funding of **\$4,225,615** from CHPI SSRF Phase 2
- December 2020 – SSRF Phase 2 Holdback funding of **\$407,000** was approved and allocated to DNSSAB
- February 2021 – SSRF Phase 2 Mental Health and Addictions funding approval received for **\$520,054**
- March 2021 – SSRF Phase 2 Additional Funds of **\$500,000** was approved and allocated to DNSSAB
- All CHPI and CHPI SSRF Funding needed to be committed and expensed by March 31<sup>st</sup>, 2021, with the exception of the capital component for the Gateway House which needed to be committed by March 31, 2021 and completed by December 31, 2021.

**REPORT**

The following Report will document the budgets and key performance indicators for CHPI and CHPI - SSRF funding for the 2020-2021 fiscal year.

**CHPI - SSRF Phase 1**

After the creation of a list of priorities, in consultation with the Nipissing District Housing and Homelessness Community Advisory Board, community organizations were asked to submit applications for funding. The CHPI SSRF Phase 1 funding was allocated to 19 different organizations in the District of Nipissing for immediate, pandemic-related pressures. A total of 297 unique households were supported by these organizations through this funding.

<b>Total SSRF Phase 1 Allocation for Fiscal Year 2020-21 \$589,200</b>					
<b>Service Categories</b>	Quarter 1	Quarter 2	Quarter 3	Quarter 4	<b>Total</b>
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	
	Actual	Actual	Actual	Actual	
Emergency Shelter Solutions	61,825	217,750	0	0	279,575
Homelessness Prevention	140,355	0	0	0	140,355
Housing with Related Supports	46,790	0	0	0	46,790
Program Administration	0	0	0	0	0
Services and Supports	122,480	0	0	0	122,480
<b>Total</b>	<b>371,450</b>	<b>217,750</b>	<b>0</b>	<b>0</b>	<b>589,200</b>

## CHPI - SSRF Phase 2, Hold Back and Additional Funding

The operational dollars of the original SSRF Phase 2 funding, along with the added SSRF Phase 2 Hold Back and Additional funding, was used towards the continued operations of the low barrier emergency shelter beds, day programming and overflow beds for the Crisis Centre North Bay's Four Elms Emergency Shelter. The operational dollars supported 250 unique households that were experiencing homelessness and provided up to 80 shelter beds throughout the year.

The New Build Capital funding (\$2,113,249.55) was allocated for the development of the second phase of Gateway House.

The Retrofits/Upgrades Capital Funding (\$420,465.36) paid for the purchase and renovations of the portables that have been turned into the Low Barrier Shelter beds at the 590 Chippewa site and also paid for the renovation of the basement space in the Gateway House location that then provided space for winter season day programming and for low barrier shelter overflow beds as needed.

<b>Total SSRF Phase 2 Allocation for Fiscal Year 2020-21</b>					<b>\$5,132,615</b>
<b>Service Categories</b>	Quarter 2	Quarter 3	Quarter 4	<b>Total</b>	<b>Planned</b>
	Jul-Sep	Oct-Dec	Jan-Mar		
	Actual	Actual	Actual		
Emergency Shelter Solutions	221,648.04	866,720.94	1,364,794.74	2,453,163.72	2,444,921.64
Homelessness Prevention	0	0	0	0	0
Housing with Related Supports	0	0	0	0	0
Program Administration	0	0	145,736.37	145,736.37	153,978.45
Services and Supports	0	0	0	0	0
Homelessness Prevention - Rent Relief Only	0	0	0	0	0
<b>Total Operating (TO)</b>	221,648.04	866,720.94	1,510,530.66	2,598,899.64	2,598,900.09
New Facilities	0	0	2,113,249.55	2,113,249.55	2,113,249.55
Retrofits / Upgrades	177,368.6	243,096.76	0	420,465.36	420,465.36
<b>Total Capital (TC)</b>	177,368.6	243,096.76	2,113,249.55	2,533,714.91	2,533,714.91
<b>Total [TO+TC]</b>	399,016.64	1,109,817.7	3,623,780.66	5,132,615	5,132,615

## CHPI - SSRF Phase 2 – MH&A

The SSRF Phase 2 Mental Health & Addictions funding had specific directives for the use of the funding that included both the CHPI categories and also, more specifically, towards vulnerable populations living with mental illness and/or substance use issues that could be contributing to their homelessness risks. The SSRF Phase 2 MH&A funding provided the opportunity to bridge some of the gaps that had been identified in the 10 Year Housing and Homelessness Plan concerning access to primary care for vulnerable and at risk populations by funding a Mobile Nurse Practitioner Pilot. In addition, \$6,000 in funding was allocated for an Anti-Stigma Campaign pertaining to

homelessness in the community. The remainder of the funding was used to stabilize the operations of the Low Barrier Shelter.

<b>Total Allocation for SSRF Phase 2 MH&amp;A Fiscal Year 2020-21 \$520,054</b>					
<b>Service Categories</b>	Quarter 1	Quarter 2	Quarter 3	Quarter 4	<b>Total Budget:</b>
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	
	Actual	Actual	Actual	Actual	
Emergency Shelter Solutions				305,606.38	305,606.38
Homelessness Prevention				0	0
Housing with Related Supports				0	0
Program Administration				11,279.65	11,279.65
Services and Supports				203,167.97	203,167.97
<b>Total</b>				520,054	520,054

**CHPI 2020-21**

The original CHPI investment plan for 2020-2021, created and approved in March of 2020, provided the flexibility to move funding between the four primary categories as required. The additional SSRF funding was used to cover anticipated costs for Emergency Shelter Overflow and Isolation beds. This allowed funding to be reallocated to other priorities that were identified as a result of the pandemic, including the increase of CHPI Direct Client Benefits to a maximum of \$2,000 in recognition of the additional pressures that households were experiencing because of the loss of income and other risks. CHPI Funds that were unallocated at year end were used to secure contracted Homelessness Prevention services with community partners.

The District of Nipissing’s 2020-2021 CHPI Investment Plan also included: *“plans to open a new project in 2020-21 to include crisis stabilization space aligning with a low-barrier shelter model that is accessible to people with a variety of needs for vulnerable populations that provides a service in a less formalized and structured, but safe, environment.”* (CHPI Investment Plan (IP) 2020-21). The funds that were set aside for the new project were not required because of delays due to the pandemic and, as a result, the SSRF funding provided operational funding for the low barrier shelter beds as they moved through four locations to the final site at 590 Chippewa and this freed up funding from CHPI to be re allocated to Homelessness Prevention.

<b>Total CHPI Allocation for Fiscal Year 2020-21 – Total Budget - \$1,771,340</b>					
<b>Service Categories</b>	Quarter 1	Quarter 2	Quarter 3	Quarter 4	<b>Total</b>
	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	
Emergency Shelter Solutions	32	259,480	98,979	0	358,491
Homelessness Prevention	505,273	244,803	155,522	330,117	1,235,715
Housing with Related Supports	0	0	0	0	0
Program Administration	51,210	44,251	72,292	9,381	177,134
Services and Supports	0	0	0	0	0
<b>Total</b>	556,515	548,534	326,793	339,498	1,771,340

**CHPI Key Performance Indicators for 2020-2021:**

Metric	Description	Total
1.1-Unsheltered/Provisionally Accommodated to Transitional Housing	Total number of households that have moved from being unsheltered and/or provisionally accommodated (not in emergency shelters) to transitional housing. Multiple member households would count as 1. Multiple counts of households allowed.	17
1.2 - Unsheltered/Provisionally Accommodated to Long-Term Housing	Total number of households that have moved from being unsheltered/provisionally accommodated (not in emergency shelters) to long- term housing. Multiple member households would count as 1. Multiple counts of households allowed.	34
1.3 - Emergency Shelter to Transitional Housing	Total number of households that have moved from emergency shelter to transitional housing. Multiple member households would count as 1. Multiple counts of households allowed.	7
1.4 - Emergency Shelter to Long-Term Housing	Total number of households that have moved from emergency shelter to long-term housing. Multiple member households would count as 1. Multiple counts of households allowed.	74
1.5 - Supports and Services - Households experiencing homelessness	Total number of households experiencing homelessness that received supports and services that are not related to the provision of accommodation, but contribute to a positive change in housing status. Multiple member households would count as 1.	192
1.5 A) Housing Assistance - Obtain Housing	Provision of assistance to obtain housing.	136
1.5 B) Housing Assistance - Education	Provision of education services to assist with obtaining housing.	233
1.5 C) Employment Assistance Referral	Provision of outreach and referrals to employment-related services that assist a household in obtaining housing.	237
2.1 - Transitional Housing to Long-Term Housing	Total number of households that have moved from transitional housing into long-term housing. Multiple member households would count as 1.	0
2.2 - Housing Loss Prevention	Total number of households at risk of homelessness that are stabilized (includes eviction prevention services, assistance with rental and energy arrears).Multiple member households would count as 1. Multiple counts of households allowed.	218
2.3 - Housing Retention	Total number of households that receive ongoing subsidy/support to retain their housing at 6 months. Multiple member households would count as 1.	58
2.4 - Supports and Services - At-Risk Households	Total number of households at risk of homelessness that received supports and services not related to the provision of accommodation, but contribute to housing loss prevention, retention, and re-housing.	2,081
2.4 A) Housing Assistance - Education	Provision of education services to assist with maintaining housing.	2,998

Metric	Description	Total
2.4 B) Employment Assistance Referral	Provision of outreach and referrals to employment-related services that assist a household in maintaining their housing.	3,116
3.0 Emergency Shelter Use	Total number of households that stayed in an emergency shelter. Where there are multiple members of a household, the household would count as 1. A household experiencing numerous transitions may be counted multiple times (no unique households).	1,370
3.0 A) General/adult shelter	Total number of households that stayed in a General/adult shelter	170
3.0 C) Family Shelter	Total number of households that stayed in a Family shelter	1,200
3.0 D) Number of nights all households spent in a shelter (spaces occupied)	Total number of nights all households spend in a shelter during the reporting period	12,040
3.0 E) Number of shelter spaces/beds in emergency shelters (spaces available)	Total number of shelter spaces/beds available in emergency shelters in a Service Manager area.	80

The metrics provided as performance indicators associated with the CHPI and CHPI SSRF funding are stipulated by the funder. The implementation of HIFIS will significantly and positively impact the access to accurate and timely data for reporting as well as ongoing budgetary forecasts.

**Total CHPI and CHPI SSRF Funding break down 2019-20, 2020-21, 2021-22:**

Funding Stream	2019-2020	2020-2021	2021-2022
CHPI	\$ 1,680,488.00	\$ 1,771,340.00	\$ 1,771,340.00
CHPI SSRF P 1	\$ -	\$ 589,200.00	\$ -
CHPI SSRF P 2	\$ -	\$ 4,225,615.00	\$ -
CHPI SSRF P2 Holdback	\$ -	\$ 407,000.00	\$ -
CHPI SSRF P 2 MH&A	\$ -	\$ 520,054.00	\$ -
CHPI SSRF P 2 Additional	\$ -	\$ 500,000.00	\$ -
CHPI SSRF P 3	\$ -		\$ 2,611,180.00
<b>Total CHPI</b>	<b>\$ 1,680,488.00</b>	<b>\$ 8,013,209.00</b>	<b>\$ 4,382,520.00</b>

**Risk Identification and Mitigation:**

Each fiscal year, the CHPI Investment Plan aligns funding based on community priorities realized during the previous fiscal year. It must be acknowledged that targeted COVID-19 funding that was received during the pandemic, including the Social Services Relieve Funding Phase 1 and 2, impacted the projected CHPI Budget in unanticipated ways.

During the pandemic, bed capacity within the Emergency Shelter system was significantly impacted by physical distancing protocols and service restrictions and closures. The creation of a Low Barrier Shelter added to the system’s capacity, but a corresponding increase in numbers of individuals presenting for shelter countered the benefit of the increase in bed numbers. In addition, a lessening of beds at the Crisis Centre North Bay and at the Low Barrier Shelter, after a move to a new, and smaller, location at 590 Chippewa, saw Emergency Overflow usage hit an all-time high during the winter months of 2020-21. The SSRF funding was used to supplement the CHPI funds to cover the additional Overflow costs for both CCNB and the Low Barrier Shelter.

CHPI Direct Benefits were also supplemented by COVID-19 emergency funding during 2020-21. The allowable benefits were increased in amount and flexibility to mitigate the risks of homelessness caused by the economic uncertainty and job loss of the pandemic.

**Conclusion:**

The COVID-19 pandemic has influenced the CHPI budget and planning in both opportune and challenging ways. The programs funded through the base CHPI dollars were required to change the way they conducted business and offered services. Unusual costs that included PPE, cleaning and sanitizing products and services had to be added into budgets. COVID-19 specific funding allowed the DNSSAB to fund much-needed supportive housing units and provided funding for pilots and projects that would otherwise have been difficult to fund.

The flexibility to move funding from one service category to another within a fiscal year allowed the funding and system to be responsive and creative.

## BRIEFING NOTE HS29-21

For information or  For Approval

**Date:** June 23, 2021

**Purpose:** Low Barrier Shelter Usage Update

**Prepared by:** Stacey Cyopeck, Director, Housing Programs

**Reviewed by:** Catherine Matheson, CAO

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Report HS29-21 provides an update on the Low Barrier Shelter usage and is for information purposes.

### Background:

Since the Province of Ontario first declared a state of emergency on March 17, 2020, shelters and support services have been constrained and challenged by the pandemic protocols. They have been required to maintain all safety guidelines and physical distancing requirements for both guests and staff, while continuing to provide shelter and supports.

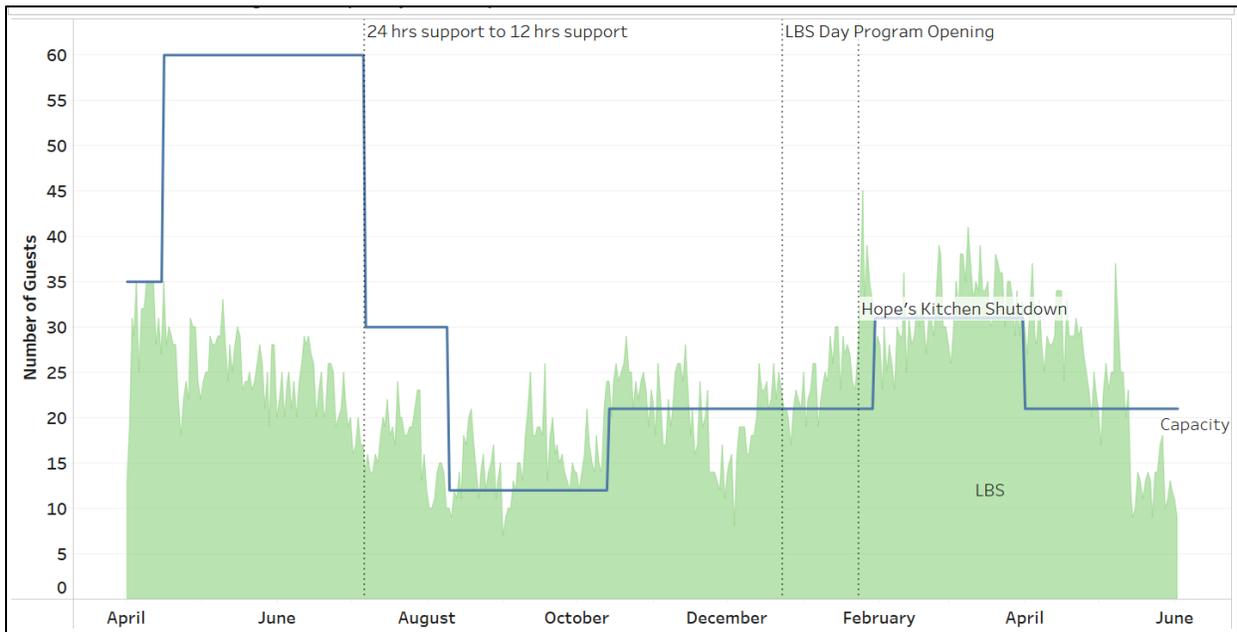
Crisis Centre North Bay and the Low Barrier Shelter located at the Gateway House Chippewa site had been at capacity for overnight shelter beds since the Fall of 2020.

On May 1<sup>st</sup>, 2021 the operation of the Low Barrier Shelter transitioned from Nipissing Mental Health Housing and Support Services (NMHHSS) to Crisis Centre North Bay (CCNB). From May 1<sup>st</sup> to May 12<sup>th</sup>, the Low Barrier Shelter (LBS) location was temporarily moved to a hotel, returning to the Chippewa Street location on May 13<sup>th</sup>, 2021.

### Report:

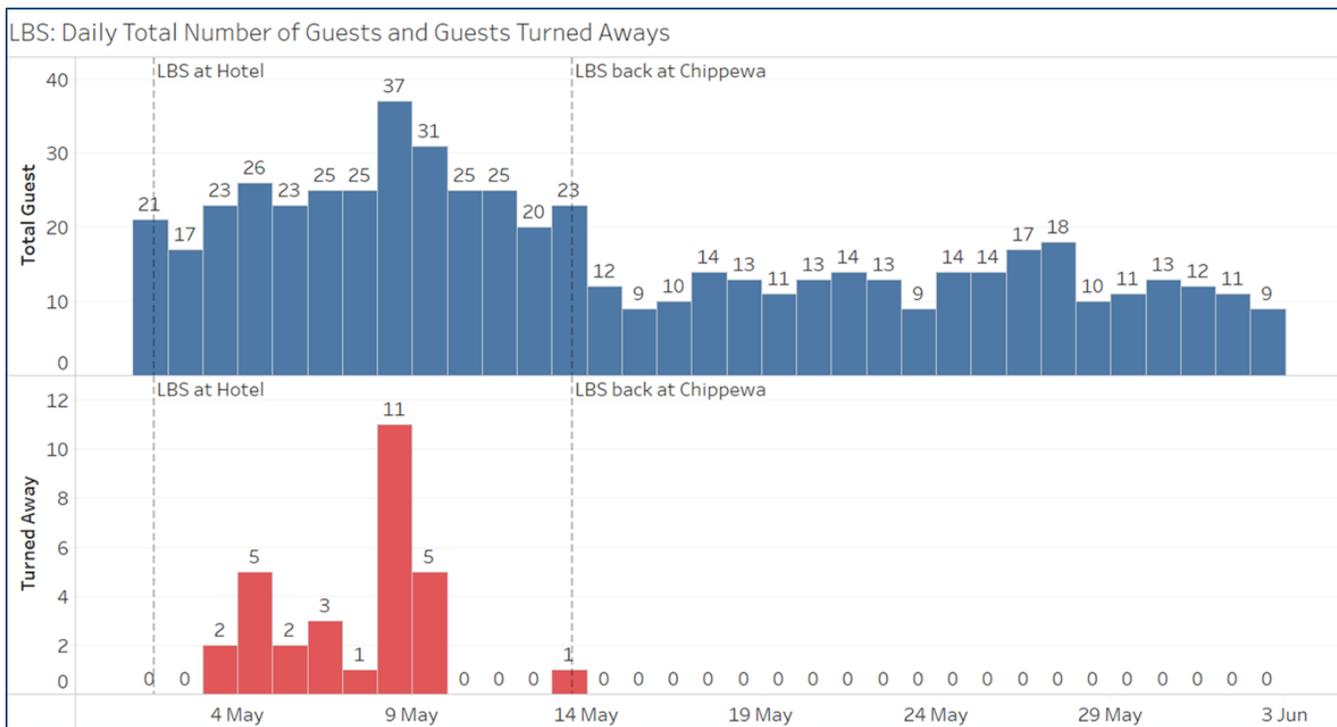
#### **Figure #1 Low Barrier Shelter Usage and Capacity April 2020 – June 2021**

The on-site Day Program concluded on April 31<sup>st</sup>, 2021, and consequently the capacity at the Low Barrier Shelter decreased from 31 to 21 beds because the day program space is not currently being used as additional cot space during the night.



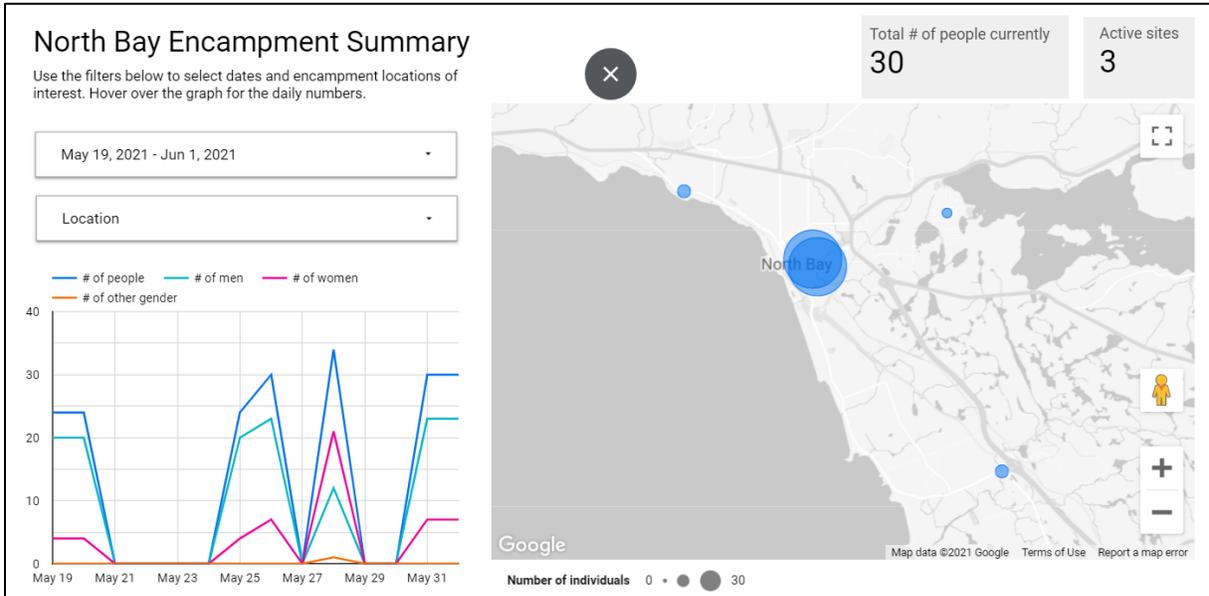
**Figure #2 Low Barrier Shelter Usage Decrease  
May 2021 – June 2021**

There has been a decrease in shelter usage which can be attributed to the weather, as well as the closure of the Day Program. The Day Program offered stability - shelter guests didn't have to find somewhere to go during the day while the drop-in centres, stores and services are closed due to the pandemic. Since the closure of the Day Program over 30 people have chosen to set up at encampments.



### Figure # 3 North Bay Encampment Summary

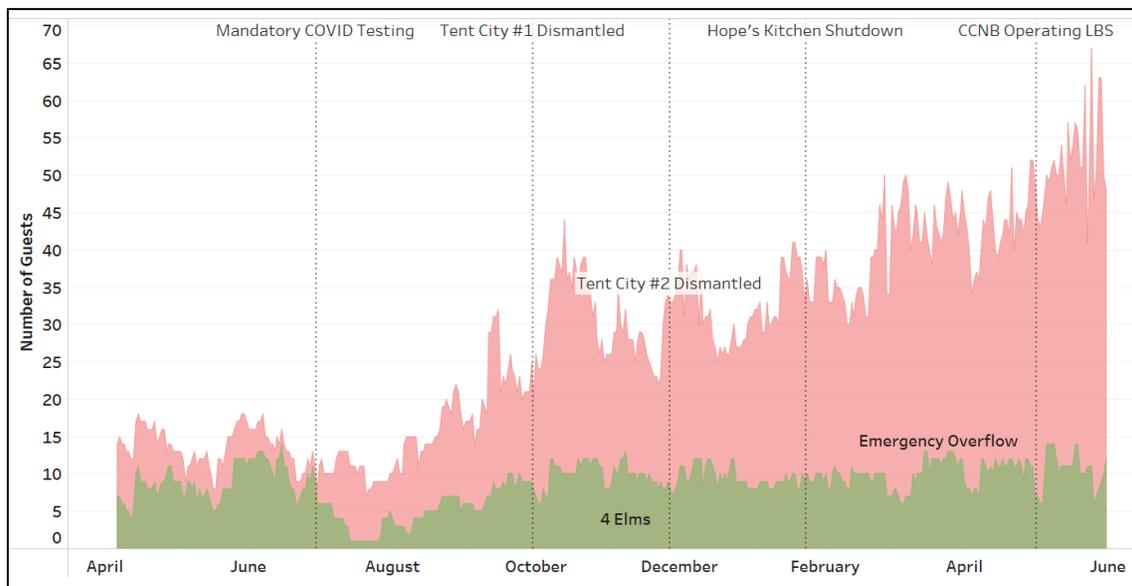
The Healthy Community Ambassador Program (HCAP) team from NMHHSS submits daily statistics and tracks encampment usage. This real-time data provides a clearer perspective on the location of the encampments using Google Maps.



### Figure # 4 Crisis Center: Daily Shelter Usage and Overflow April 2020 – June 2021

Due to the increasing demand for shelter usage the overflow numbers have been extraordinarily high. Consequently, at the end of May, the Crisis Centre North Bay’s Board approved a limit to the number of people they can assist at any given time. This new process has yet to be implemented.

In an effort to alleviate the situation, the DNSSAB held an Emergency Response Meeting where they looked at individual cases of people needing housing in an effort to develop individualized plans to assist them.



## **Risks and Mitigation:**

**Risk:** Access to services for individuals experiencing homelessness within the district continues to be challenging.

- The DNSSAB, in collaboration with other Community Partners, will continue to create opportunities for connections and referrals for supports, housing and treatment options.
- Within the next year, a Coordinated Access system will be implemented using the Homeless Individuals and Families Information System (HIFIS) and a Standardized Prioritized Assessment Tool, the Service Prioritization Decision Assistance Tool (SP-DAT). This will allow for the creation of a shared, By-Name-List of homeless individuals waiting for support and housing and also provide accurate and timely data to use for planning.

**Risk:** There is a shortage of affordable and appropriate housing options to which individuals can be referred.

- In Summer of 2021, funded through the Investment in Affordable Housing 2014 Extension, the first 16 units of the new Gateway House will open. This will provide stable, supported housing for 16 individuals who are currently homeless or at risk of homelessness and living with mental health or addiction issues.
- Phase 2 of the Gateway House has been funded through the Social Services Relief Fund and this will provide up to another 20 units of housing. To meet the funding requirements, this phase must be completed by December 31<sup>st</sup>, 2021.

**Risk:** The Day Program has concluded and there is finite funding for the overnight Low Barrier Shelter beds.

- The DNSSAB will continue to advocate to all levels of government for sustainable funding for these services.

## **Conclusion:**

The COVID-19 pandemic continues to challenge service providers and service recipients but has also provided opportunities for the DNSSAB and its partners to work together to face current and future challenges. The DNSSAB will continue to work with community partners and stakeholders to find creative and collaborative solutions to homelessness within the District of Nipissing.

## BRIEFING NOTE B10-21

For information    For Approval

**Date:** June 23, 2021

**Purpose:** **Association of Municipalities of Ontario (AMO) Virtual  
Conference 2021**

**Prepared by:** Melanie Shaye, Director of Corporate Services

**Reviewed by:** Catherine Matheson, CAO

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This briefing note is presented to the Board for information purposes, with regards to the Board delegations at the August 2021 AMO Conference.

### **BACKGROUND**

The AMO conference is held annually with the goal of engaging political and municipal leadership and other stakeholders. The 2021 the conference is being held virtually August 15 - 18, with the City of London as the host. The virtual conference will be an opportunity to bring local matters and priorities to the attention of Ministers.

### **BOARD PROGRAMS FOR AMO DELEGATIONS**

Delegations have been requested with the Ministry of Municipal Affairs and Housing and the Ministry of Health- Mental Health and Addictions. Confirmation of delegations is expected to arrive in July and early August 2021. Delegation requests, are summarized below.

## **Housing Programs- Ministry of Municipal Affairs and Housing**

Issue: There continues to be a lack of affordable housing in both urban and rural areas of the Nipissing District. Current funding is not sufficient to facilitate the development and sustainment of housing developments

Detail: Currently, there are a total of 896 households on the centralized waiting list for RGI housing, where the greatest need, (476) is for singles or couples without children. There is also an additional 652 Households on the Market Housing waiting list for a total of 1,548 people waiting for a safe, affordable, suitable and adequate housing.

The Nipissing DSSAB's latest research shows a variety of housing stock is needed across the District, this requires increasing the housing supply along various points of the housing continuum including:

- Shelters
- Transitional Housing
- Supportive Housing
- Affordable Rental Housing
- Homeownership.

In some cases, this housing is targeted to specific groups and also requires services and supports, either on site 24/7 or available externally through the community.

Impact: The Nipissing DSSAB has been working closely with community partners and other stakeholders to address housing supply issues, and past financial assistance from the provincial and federal government has been crucial for increasing the local supply and will continue to be important in the future.

Currently the DNSSAB is facilitating the development of 76 additional units to help support the region.

Project Name	Number of units	Annual Program Cost	Number of Staff	Annual Staff Cost (Included in Program Cost)
Gateway House Phase 1	16	\$841,680	3 (24/7)	\$610,000
Gateway House Phase 2	20	\$144,000	0	\$0
North Bay Indigenous Friendship Centre	30	\$152,000	2	\$123,600
Native People of Nipissing	10	\$80,000	1	\$60,000
<b>Total</b>	<b>76</b>	<b>\$1,217,680</b>	<b>6</b>	<b>\$793,600</b>

Ask: DNSSAB requires additional financial support from the provincial and federal government, to increase the local supply of affordable housing especially as it pertains to single (non-senior) households.

## **Housing Programs- Ministry of Health, Mental Health & Addictions**

Issue: there continues to be a lack of supportive housing in both urban and rural areas of the Nipissing District. Current funding is not sufficient to facilitate the development and sustainment of housing developments while offering suitable supports to reduce the risk of chronic and episodic homelessness.

Detail: the Nipissing District ODSP caseload per capita was 5.5%, just over twice the provincial average of 2.5% and was the highest in the province (DNSSAB, 2020). The ODSP demographic is the key population serviced through the low-barrier shelter (documented up to 76%). Approximately 44% of the District's ODSP caseload has a mental disability (psychosis or neurosis), which is close to 8% higher than the provincial rate (DNSSAB, 2006).

Consequently, supportive housing is crucial to reduce the risk of chronic and episodic homelessness by providing those with complex needs with appropriate supports. It empowers them to find stable housing, live as independently as possible and lead fulfilling lives. It often also positively impacted community partners by reducing the number of preventable hospital admissions and involvement with the criminal justice system.

Presently, the DNSSAB has 3 housing with supports capital projects in Nipissing (72 units), none of which have secured annualized operating funding.

Ask: DNSSAB requires additional financial support from the provincial and federal government, to increase and sustain the local supply of affordable supportive housing.

### **NEXT STEPS**

Staff will prepare briefing notes for the DNSSAB delegations in preparations for meetings with Ministry representatives.

A Board Report will follow the conference, summarizing the delegation interaction.

## BRIEFING NOTE B11-21

For information    For Approval

**Date:** June 23, 2021

**Purpose:** **New Business Model: Status Update**

**Prepared by:** Melanie Shaye Director of Corporate Services

**Reviewed by:** Catherine Matheson, CAO

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Briefing Note B11-21 provides an update that includes changes made as part of the new business model, for information.

### **BACKGROUND:**

The COVID-19 pandemic triggered the DNSSAB to reconsider workforce deployment, staff scheduling, remote work and business continuity. After seeing close to 85% of employees successfully working remotely, it was determined that staff would be receptive to operating with an element of remote work in the future.

One of the three action items that form part of the DNSSAB's new business model is the implementation of alternate work arrangements including shared offices. With Nipissing District Housing Corporation's sale of 129-133 Main Street West, the implementation of shared offices has become a priority in order to accommodate staff from Main Street at North Bay City Hall.

All staff moved out of Main Street in May 2021 with the sale of the building closing May 31, 2021. In preparation for the move the following key areas were considered:

- Client/tenant service
- Communication
- Physical space
- Technology
- Labour relations
- Storage
- Employee mental health

These considerations are detailed below.

## **Client/Tenant Service**

The first floor of City Hall has been renovated to accommodate reception space for all direct client and tenant services at City Hall. Now Ontario Works, Children's Services, Housing Programs and Nipissing District Housing Corporation (NDHC) clients and tenants are served from City Hall. Three wide wickets, including two lower accessible counters have been added, and service for NDHC is provided in the adjacent office.

Once pandemic restrictions are lifted, clients and tenants will present themselves on the first floor, and may be re-directed to the third or fourth floor for service, depending on the nature of their request.

Service delivery for NDHC has improved by extending office hours from 9:00am-4:00pm to 8:30am-4:30pm. This allows an extra hour of service to tenants and aligns hours of service with the DNSSAB.

COVID-19 precautions are in place, including lexan barriers, physical distancing markers, screening and signage.

## **BEFORE**



## AFTER



## Communication

Clients and tenants of Housing Programs and NDHC were notified of the move by email and/or mail. Email footers were updated to communicate the move and physical signage continues to be in place at 129-133 Main Street West and at City Hall. A media release related to the move was communicated, and the website was also updated to ensure notification of the move occurred.

**WE ARE MOVING!**

Effective May 17, 2021

The NDHC & DNSSAB Housing Programs Offices are moving to North Bay City Hall

133 Main St E

200 McIntyre St E

**VISIT US AT:**  
200 McIntyre Street East  
North Bay, ON P1B 8V6

Questions?  
Contact 705-472-2441 ext.3735

Ontario Works  
North Bay  
Administration Board

North Bay  
Administration Board

It is expected that despite communication, some clients and tenants will still find themselves at 129-133 Main Street West. Signage redirecting clients to City Hall will remain up for the first month.

## Physical Space

First floor renovation work included:

- Carpet replacement
- Removal of gypsum walls and ceiling finishes at front reception desk, making three large wickets, rather than two
- Two accessible lower counters
- Millwork to create seamless countertop
- Electrical wiring and technical wiring installation

## ACCESSIBLE COUNTER



Physical space has also been significantly re-adjusted on the third and fourth floor. The majority of staff are now sharing work stations. A shared workspace policy has been introduced, and a movement towards electronic filing is occurring, to reduce the amount of physical filing and paper in the office. Children's Services is already paperless, with other departments at various stages of movement towards paperless systems.

## **Technology**

The new business model has required a significant shift in technology, in terms of connectivity and set up, as well as hardware usage. At the onset of the pandemic a variety of temporary solutions were implemented, with the primary goal of getting as many staff as possible into a remote work environment; thereby reducing risks associated with COVID-19. Now that a new business model is being rolled out in the workplace, more permanent solutions are being implemented.

Initial steps have been taken to move all departments to using laptops in place of towers as the primary hardware option. As future refreshes occur, more staff in each department will be converted to laptops as a way to ensure the budget impact is minimized.

A new phone software solution that will provide staff working either from the office or remotely with full access and increased functionality is being pursued. The solution is scheduled to be fully implemented by fall 2021.

DocuSign software has been introduced to allow for electronic signing. As a further benefit, tracking of contracts has also been streamlined with this service.

Commencing this summer, NDHC's implementation of the new property management software from Arcori will restart. This software moves away from the current paper focused solution, allows for work flows and approvals within the solution, and focuses on documenting what the portfolio includes and how it's cared for.

The DNSSAB is also shifting to multi-factor authentication processes, as a way of tightening security. This rollout will be tied to most new software and services and is supported by a cell phone app.

## **Labour Relations**

With two bargaining units working in one office, supervisors are aware of intermingling concerns, and work to ensure cross-bargaining unit work is minimized.

Both unions have been formally notified of changes in advance of the move and their input is sought as all human resources related policies are reviewed in consideration of the new business model. Both health and safety committees also provide input when policy changes have a health and safety impact.

## **Storage**

NDHC retained storage space at 129-133 Main Street West for a period of twelve months. The DNSSAB continues to rent storage space from North Bay Library in their basement. Otherwise, storage at City Hall is limited.

## **Employee Mental Health**

At the DNSSAB's monthly all-staff meeting, a third party certified counsellor provided training on Building Resilience in Uncertain Times, and touched on building resilience and applying it in the workplace. Additionally, employees continue to be provided with updates on available supports related to mental health. The wellness committee has ongoing initiatives to boost engagement and wellbeing, including a steps challenge in June 2021.

## **NEXT STEPS:**

In addition to the implementation of alternate work arrangements, including remote work, staff continue to fully implement the new business model in the workplace.

As COVID-19 pandemic restrictions lift, staff will continue to reflect on the way client and tenant service is delivered to ensure service is maximized.

## BRIEFING NOTE HS28-21

For Information or  For Approval

**Date:** June 23, 2021

**Purpose:** **Transfer of 240 Kingsway Avenue (Cam's Place)**

**Prepared by:** Stacey Cyopeck, Director, Housing Programs

**Reviewed by:** Catherine Matheson, Chief Administrative Officer

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### RECOMMENDATION:

That the District of Nipissing Social Services Administration Board receive, for approval, report HS28-21 regarding the sale of the Canada-Ontario Affordable Housing Program (AHP) (2003) project located at 240 Kingsway Avenue, North Bay, known as Cam's Place.

### BACKGROUND:

- In 2010, three families in North Bay purchased the property located at 240 Kingsway Avenue in North Bay to house their children that have been receiving support through the Community Living North Bay Supported Independent Living program.
- On March 1, 2010 the DNSSAB and Lorraine Venasse, Sonia Vigna, and Lynda Ceppetelli entered into a Contribution Agreement for an affordable housing project located at 240 Kingsway Avenue in North Bay.
- This project offers four (4) affordable one-bedroom units that are provided in a Congregate Living Setting.
- On March 31, 2021, email correspondence was received from Wallace Klein Partners in Law who are representing the current owners of 240 Kingsway Avenue and the three families and Community Living North Bay entered into a Purchase of Sale Agreement.
- On April 9, 2021, email correspondence was received from Sherry Carnevale, Executive Director of Community Living North Bay, expressing their interest in purchasing this property.

## **CURRENT STATUS/STEPS TAKEN TO DATE:**

- Since April 9, 2021, the DNSSAB has endeavored to facilitate the transfer of this affordable housing project, and has asked both parties to provide the necessary documentation to expedite the transfer.
- As of May 26<sup>th</sup>, 2021, the seller and purchaser have submitted all required documentation to the DNSSAB, excluding the Municipal Housing Facilities Agreement (MHFA), as this is not required for this sale. A MHFA is only required when referring to self-contained units in one building.
  - Cam's Place is one property with four bedrooms
- Following the Housing Program's review of the submitted documents, the following items were noted regarding the purchaser:
  - Community Living North Bay is an experienced congregate care landlord in the City of North Bay and a respected not-for-profit partner in the community.
  - Community Living North Bay finances meet the equity requirements.
  - Proper insurance coverage and financing documentation were received.

## **RESOURCES REQUIRED:**

This sale will not have any effect on the program's budget as this project received a lump sum allocation in the amount of \$140,000 in 2010 to assist with the capital costs of the project. Yearly affordability reporting has and will continue to be a requirement as per the Operational Agreement.

## **RISK IDENTIFICATION AND MITIGATION:**

The most noteworthy risk facing the DNSSAB is that the Ministry chooses to deny the transfer of the project. At that point, the Ministry may decide to claw back the AHP funding previously provided for this project. This would be highly unlikely given that Community Living North Bay is a well-regarded community partner and has been providing support to the individuals currently residing at 240 Kingsway Avenue since 2010. The DNSSAB has exercised due diligence in completing a thorough review and will be submitting all the required documentation to the Ministry.

## **CONCLUSION:**

After full review of the information provided by the purchaser, Housing Programs staff are confident that Community Living North Bay will continue to provide high quality, affordable housing to the individuals who reside at the property located at 240 Kingsway Avenue, North Bay. As such, we are seeking the Board's endorsement of Community Living North Bay as an AHP proponent. This endorsement will be provided to the Ministry of Municipal Affairs and Housing who will also be required to approve the sale of the property.

## BRIEFING NOTE HS33-21

For Information or  For Approval

Date: June 23, 2021

Purpose: **Social Services Relief Fund – Phase 3**

Prepared by: Stacey Cyopeck, Director, Housing Programs

Reviewed by: Catherine Matheson, Chief Administrative Officer

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### RECOMMENDATION

THAT the District of Nipissing Social Services Administration Board accepts Briefing Note HS33-21, an update on SSRF Phase 3 allocations, for information.

### BACKGROUND

On March 10, 2021 the DNSSAB received notification from the Ministry of Municipal Affairs and Housing that the province had allocated an additional \$2,611,180 in Social Service Relief Fund Phase 3 funding for use from March 1, 2021 to December 31, 2021. This funding is intended to mitigate the continued impact of the pandemic on the homelessness sector, and supports operating expenses only.

On March 22, 2021, the Investment Plan was submitted to the MMAH and was officially approved by the DNSSAB Board through report HS15-21. Final approval from the MMAH was received on March 29, 2021.

Using the 2020 Social Service Relief Fund community survey results and the 10-Year Housing and Homelessness Plan, a list of priorities for the allocation of the remainder of the SSRF Phase 3 funding was sent to the membership of the Nipissing District Housing and Homelessness Community Advisory Board for input. Based on those results, the budget allocations were divided into three priorities: 40% for Homelessness Interventions and Navigation, 30% for Homelessness Prevention Supports, and 30% for contingencies/other priorities as needed.

### REPORT

After allocating the previously approved funds to the Low Barrier Shelter and Overflow, the remainder of the SSRF Phase 3 funds were allocated in accordance with the aforementioned survey results as follows:

BUDGET ALLOCATION	PRIORITY DESCRIPTION	ALLOCATED
Priority One (up to 40%)	Homelessness Interventions and Navigation	\$ 416,460.00
Priority Two (up to 30%)	Homelessness Prevention Supports	\$ 312,345.00
Priority Three (up to 30%)	Other priorities as needed	\$ 312,345.00
<b>Total Allocation (100%)</b>		<b>\$ 1,041,150.00</b>

The DNSSAB requested applications from Community Partners to offset eligible operating expenses until December 31, 2021.

A total of 11 applications were received from 10 different organizations. After carefully evaluating the applications, the committee approved the following:

<b>BY ORGANIZATION</b>		
	<b>ASK</b>	<b>APPROVED ALLOCATION</b>
BIANBA	\$46,265.73	\$46,265.72
LIPI	\$657,836.50	\$299,004.30
NMHSS	\$120,000.00	\$120,000.00
CCNB	\$253,183.80	\$253,183.80
THE GATHERING PLACE	\$75,000.00	\$75,000.00
BIG BROTHER/BIG SISTER	\$15,000.00	\$15,000.00
CL - MATTAWA	\$6,100.00	\$6,100.00
ACNBA	\$12,000.00	\$12,000.00
NBIRF	\$60,500.00	\$38,740.70
<b>TOTAL</b>	<b>\$ 1,390,886.03</b>	<b>\$865,294.52</b>
<b><i>BALANCE (Contingency)</i></b>		<b>\$175,855.48</b>

One application was deemed ineligible due to timelines not meeting program requirements.

Funding will be disbursed quarterly for operating costs. To ensure stability in staffing, the majority of projects will have the staffing portion of the funding issued at the beginning of the project. A financial reconciliation will be conducted on a quarterly basis to ensure consistency between budget and spending.

## **RISK AND MITIGATION**

The pandemic continues to impact services and service recipients. The flexibility of the SSRF Phase 3 funding will allow the DNSSAB to be responsive to challenges as they arise. By allocating dollars for contingency planning, SSRF Phase 3 will provide responsive funding until December 2021.

## **CONCLUSION**

The SSRF Phase 3 Funding provides flexible and responsive funding for homelessness services that have been impacted by the pandemic to the end of 2021. The DNSSAB and its Community Partners will continue to advocate finding sustainable, long-term funding for the programs and services that have been integral to maintaining and enhancing the housing and homelessness system in the Nipissing District.

**BRIEFING NOTE HS34-21**

For Information or  For Approval

**DATE:** June 23, 2021

**PURPOSE:** 2021-2022 Reaching Home Funding Update

**PREPARED BY:** Stacey Cyopeck, Director, Housing Programs

**REVIEWED BY:** Catherine Matheson, CAO

**RECOMMENDATION:**

That the District of Nipissing Social Services Administration Board receive, for approval, the 2021-2022 Reaching Home Funding Update and RFP process, and;

THAT the Board delegates authority to the CAO to enter into contracts with the successful projects following the RFP evaluation process as set out in report HS34-21.

**BACKGROUND:**

In 2020-2021, the Government of Canada announced an investment of \$400 million through Reaching Home to address the impacts of the pandemic on the homelessness sector. This funding was in addition to the Reaching Home Designated Community Base Funding received within the fiscal year.

This community received \$292,252 of COVID-19 Economic Relief Funding in April of 2020. This funding was used to stabilize the operations of the low barrier shelter that had opened in February in response to the pandemic. In October of 2020, the community received another \$377,557 in COVID-19 Economic Relief Funding. This funding was distributed to three community agencies after an application and evaluation process.

In February 2021, the Government of Canada announced additional incremental funding of \$299.4 million to be added to the base Reaching Home funding of designated communities. In March 2021, the DNSSAB received confirmation that the incremental funding for this community would be \$603,000. The funding would not be officially confirmed until after the passing of the Federal Budget and would not be flowed until the end of June 2021, and would be expected to be expensed by March 31, 2022.

**Reaching Home Funding Allocations 2019-2022**

Funding Stream	2019-2020	2020-2021	2021-2022
Reaching Home Base Funding	\$ 229,153.00	\$ 219,153.00	\$ 250,486.00
RH - COVID 1	\$ -	\$ 292,252.00	\$ -
RH COVID 2	\$ -	\$ 377,557.00	\$ -
RH Incremental	\$ -	\$ -	\$ 603,000.00
<b>Total Reaching Home</b>	<b>\$ 229,153.00</b>	<b>\$ 888,962.00</b>	<b>\$ 853,486.00</b>

**REPORT:**

The RFP process for the new Reaching Home funding has been initiated by the Community Advisory Board and the DNSSAB. The Community Advisory Board (CAB) has identified the priorities that should be part of the RFP. The CAB sent out a formal survey to all of the member organizations in early June 2021, to determine the full scope of priorities.

The priorities identified from the CAB survey were:

- Outreach Services
  - Those services that support individuals who are unsheltered to access services and obtain housing
  - Those services that support individuals in emergency housing to obtain their own housing
- Youth Homelessness Prevention
- Mental Health and Addictions Supports
- Food Security and Basic Needs Initiatives (e.g. food, clothing, furniture)
- Evictions Prevention and Housing Stability (including financial supports)
- Access to affordable housing across the continuum
  - Housing First, rights-based, wraparound, harm reduction approach
  - emergency housing (in low barrier housing)
  - transitional housing
  - supportive housing

These themes will be built into the RFP process, including the scoring and evaluation. An RFP task group, comprised of Community Advisory Board Members and representation from the Community Entity (DNSSAB), will meet to score and evaluate the proposals received and make recommendations to the DNSSAB CAO by July 2021. Upon approval by the CAO, the successful proponents will be notified so that all successful projects may have Agreements in place and funding available by August 2021.

A detailed update of the results of the RFP process will be brought to the DNSSAB at the September 2021 meeting.

**RISK IDENTIFICATION AND MITIGATION:**

The new incremental Reaching Home funding will not be flowed until at least the end of June 2021, and must be expensed by March 31, 2022. The necessary RFP process will add delay to the implementation of the projects. An additional delay is caused by the way that Reaching Home funding has been processed for this community. The current Progress Payment process has meant that all projects must submit documentation of expenses to the Community Entity (C.E.), which then submits those expenses to the ESDC and only when the expenses are reconciled and payment flows to the C.E. does any payment go to the project agencies. This can mean that project agencies must cover the costs of the projects for extended periods before receiving any funding. It also means that there is a greater lag in the timing of the expensing and tracking of funding throughout the fiscal year, adding to the risk that there will be funding that is not expensed by March 31, 2021 that would need to be returned to the Federal Government.

The Federal Government has agreed to mitigate some of the risks associated with the short time frame of this funding by changing the process for funding that is currently in the designated community reaching Home Agreement from a Progress Payment process to an Advance Payment process. This will allow the Community Entity to submit a funding forecast for all projects and administration costs at the beginning of each quarter, receive that funding immediately so that it can then be advanced to the project agencies, and reconcile the actual costs at the end of each quarter.

**Conclusion:**

The new incremental funding that is being added to the District of Nipissing's base Reaching Home allocation will offer new opportunities for agencies to bring forward new and innovative solutions to the identified gaps within Homelessness services with the community. The changes to the way the funding will be processed should also make the funding more accessible for smaller agencies that have hesitated in the past to apply for Reaching Home funding, while also mitigating the risk that the funding will not be fully expensed by the end of the fiscal year.