

A Place to Call Home

Nipissing District

10 Year Housing and Homelessness Plan

2014-2024



2023 Annual Report Implementation Update

1.0 Background

The Nipissing District 10-Year Housing and Homelessness Plan was developed in accordance with the provincial *Housing Services Act* (2011), which required Ontario's 47 Service Managers to develop housing and homelessness plans for their service areas. In the Nipissing District, the plan was endorsed by 8 of the 11 municipalities and was approved by the District of Nipissing Social Services Administration Board (DNSSAB) in December 2013 (Resolution No. 2013-210). To ensure plan implementation, annual progress updates are prepared as required by the Ministry of Municipal Affairs and Housing (MMAH) and approved by the DNSSAB. This is the progress update for 2022, marking the eighth year of the plan's implementation.

In 2019, the 5-Year Review of the 10-Year Housing and Homelessness Plan was prepared and approved by the Board of Directors of the DNSSAB and the Ministry of Municipal Affairs and Housing. The 5-Year Review included an updated demographic and housing needs background report and an amended list of strategic objectives based on consultation with community stakeholders and a review of current and future operations.

2.0 Recap: The Plan Format

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

It should also be noted that 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.



Figure 1.0 – Breakdown of 10 Year Plan Actions

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

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

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

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

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

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

3.0 Implementation and Progress in 2023

3.1 Implementation and Progress Summary

Implementing the 10-Year Housing and Homelessness Plan during its final year (2023) continued to require aligning provincial and federal funding with a continued focus on strengthening and expanding relationships with community partners and stakeholders. Funding that was instrumental to achieving the targets of the plan in 2023 included: Reaching Home, Homelessness Prevention Program (HPP), Canada-Ontario Housing Benefit (COHB), Canada Ontario Community Housing Initiative (COCHI), Ontario Priorities Housing Initiative (OPHI), Healthy Communities Fund (HCF), and municipal funding.

As of 2023, 103 of the 109 (94.5%) action items have been achieved or experienced progress towards their intended target.

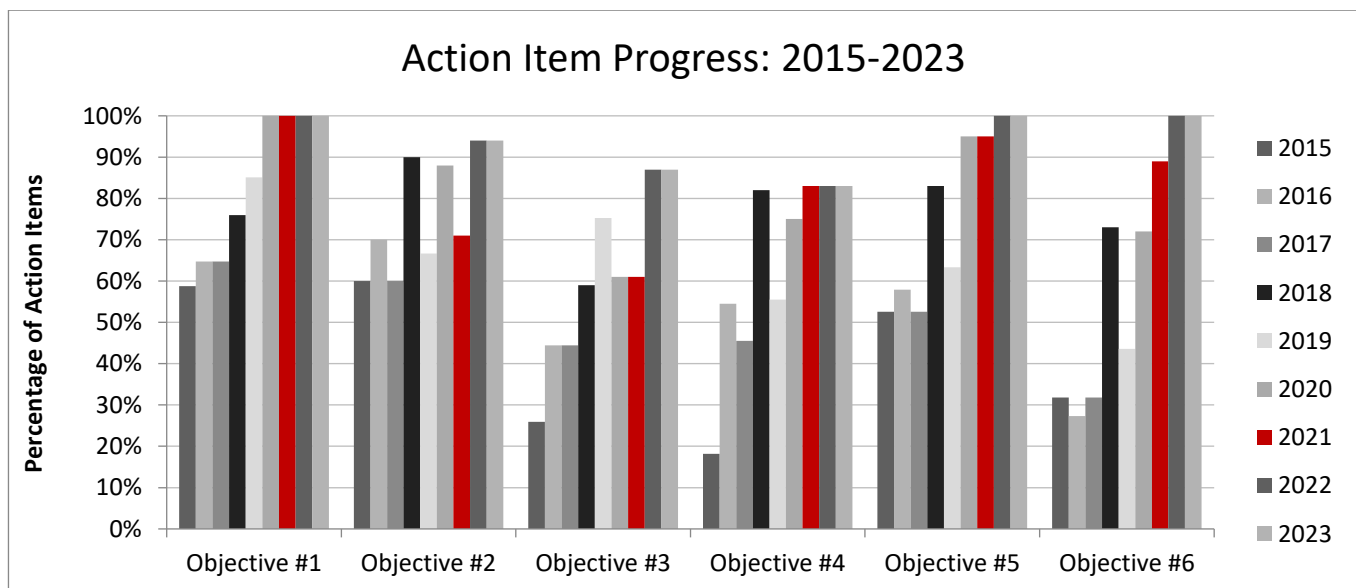


Figure 2.0 – Action Item Progress: 2015 to 2023.

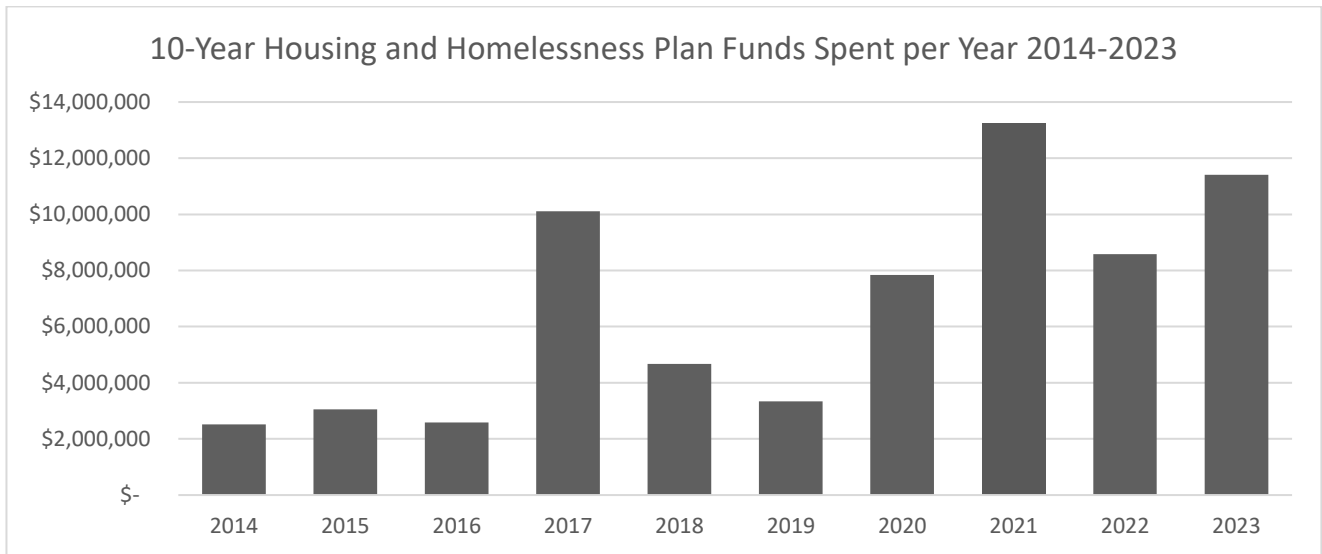


Figure 3.0 – 10-Year Housing and Homelessness Plan Funds Spend per year 2014-2023.

Objective	Funding Amount	Funding Source
Homelessness Prevention, Shelters and Diversion	\$4,901,710.32	Homelessness Prevention Program (HPP) Reaching Home Healthy Communities Fund (HCF) Municipal
Improving Housing Stability	\$2,151,620.94	Homelessness Prevention Program (HPP) Reaching Home
Increasing Housing Affordability Options along the Housing Continuum	\$3,186,039.00	Homelessness Prevention Program (HPP) Ontario Priorities Housing Initiative (OPHI) Commercial Rent Supplement (CRS) Portable Housing Benefit (PHB) Canada-Ontario Housing Benefit (COHB) Social Infrastructure Fund (SIF) Municipal
Sustaining and Expanding the Housing Portfolio	\$1,147,300.00	Canada Ontario Community Housing Initiative (COCHI)
Leadership, Integration, Coordination and Advocacy	N/A	N/A
Awareness, Education, Information and Best Practices	\$25,600.74	Reaching Home
Total	\$11,412,271.00	

Table 1.0 – 2023 Plan Funding by Objective, Amount and Source

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 2023	Outcomes in 2023	Funding
1.1.1	Ensure sustainable funding for core homelessness services using funds from existing sources where available, and where necessary, identify new sources.	Annualized funding for core services.	Amount of funding for core homelessness services.	Yearly funding increased to core homelessness services.	DNSSAB funded a wide array of homelessness services through the various funding sources.	Core homelessness programs received funding to prevent and reduce homelessness. Progress has been made.	HPP \$5,303,700 Reaching Home \$1,142,561 HCF \$300,000 Municipal \$2,041,107
1.1.2	Establish a mobile housing help service for individuals/families who are homeless or at-risk of losing their housing.	People at risk are housed.	Staff available to assist individuals/families who are homeless or at-risk of homelessness.	Full-time staff available to assist individuals/families who are homeless or at-risk of homelessness.	Continued to provide funding for the Community Mobile Housing Support Program at the Crisis Centre North Bay.	CCNB Community Mobile Housing Support workers continued to provide outreach assistance to those experiencing or at-risk of homelessness. Progress has been made.	HPP \$172,000
1.1.3	Provide resources to shelters and service providers to enable the provision of comprehensive services and to work with clients in order to coordinate services.	Individuals in shelters/service providers are aware of, and can access, the services they need.	Number of resources for shelters and service providers to provide clients with comprehensive and coordinated services.	An increase in the number of resources for shelters and service providers offering comprehensive and coordinated services.	Continued funding for Emergency Shelter and Overflow services through CCNB. Funded staffing positions for the Four Elms emergency shelter at CCNB. Funded Warming Centre and Cold Weather resources.	Individuals/families who could not stay at local emergency shelters were placed in hotel/motel accommodations. CCNB was able to provide additional staff to assist with the needs of clients. The Gathering Place provided daytime supports from November 1 to March 31, 2023, for individuals living unsheltered. Target has been met.	SSRF Phase 4/5 \$798,636.43 CHPI \$100,000 Reaching Home \$64,422 Reaching Home \$272,112 HPP \$128,000
1.1.4	Ensure that there is a wide range of supports and services to meet the needs of women and children fleeing violence.	Individuals fleeing violence receive appropriate supports.	Types of supports and services available to meet the needs of women and	Numerous supports and services are available to meet the needs of women and	Continued to provide women and children who are fleeing violence, with priority status on the centralized waiting list.	Women and children fleeing violence received priority status on the centralized waiting list for when applicable resources became available.	N/A

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
			children fleeing violence.	children fleeing violence.	Assisted households with applications for Portable Housing Benefit and the Canada Ontario Housing Benefit (COHB).	Households were able to complete applications for Portable Housing Benefits and COHB successfully. Target has been met.	
1.1.5	Ensure service providers' hours of operation allow individuals and families who are at-risk of homelessness and work during the day to access services and support programs.	Individuals who work can access support services and programs.	Hours of operation for housing and homelessness services and programs to assist at-risk households who work during the day.	Housing and homelessness services and programs are available after hours to assist at-risk households who work during the day.	Funded CCNB's Shelter Supports Rehousing program. Funded CCNB's Futures Supporting Youth in Transitional Housing program and Youth Housing Support Program. Funded POST extension outreach services through True Self.	2 full-time overflow employees were able to work directly with clients experiencing homelessness to ensure they had a safe and secure place to stay. Staff worked closely with youth clients to develop their life skills in preparation for social reintegration. Outreach services were available in downtown North Bay. Target has been met.	Reaching Home \$185,958 Reaching Home \$184,709 Reaching Home \$82,303
1.1.6	Wide range of bilingual services for women who are victims of domestic violence and who are accessing services outside of transition shelters; for example, the legal system.	Francophone women fleeing violence receive appropriate supports.	Number of services offered in French and English available to women who are victims of domestic violence.	Numerous bilingual services and supports are available for women who are victims of domestic violence.	All services funded through Provincial and/or Federal initiatives are required to be offered in both French and English.	Information regarding VAW shelters and other services and supports for women who are victims of domestic violence is available in both French and English. Target has been met.	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
1.2.1	Develop a sub-committee from the Nipissing District Homelessness and Housing Partnership (NDHHP).	Community agencies are working together to achieve a Coordinated Access System.	Terms of reference to guide the Coordinated Access sub-committee of the NDHHP.	Regular meetings of the Coordinated Access sub-committee.	The Coordinated Access Nipissing Executive Committee continued to meet and set the direction for the local Coordinated Access System.	Committee members were able to provide feedback and direction to the Community Entity surrounding HIFIS and Coordinated Access. Target has been met.	N/A

1.2.2	Work within a Coordinated Access System to provide housing and homelessness supports and services to repetitive homeless, youth, VDV, Indigenous and other priority populations.	Coordinated support services are available for the repetitive homeless, youth, VDV, Indigenous and other priority populations.	Coordinated services are available to support the repetitive homeless, youth, VDV, Indigenous and other priority populations.	A coordinated inter-service case management process is in place to support the repetitive homeless, youth, VDV, Indigenous and other priority populations.	Frontline workers from the Coordinated Access Nipissing agencies continued to meet weekly for action based case conferencing with individuals from the By-Name List.	Community partner interaction with the new Coordinated Access Nipissing system fully implemented as of March 31, 2022. Target has been met.	N/A
1.2.3	Work with community partners to ensure that a Coordinated Access approach includes the involvement of service providers who support homeless and at-risk of homeless individuals with securing and maintaining housing.	Clients are supported in a coordinated environment with the services they require to secure and maintain housing.	Number of community partners operating within the District's Coordinated Access System.	Wide range of service providers are working within a Coordinated Access approach to support homeless and at-risk of homeless individuals.	Collaboratively worked with 11 Coordinated Access Nipissing member agencies.	Wide range of service providers are actively participating in the Coordinated Access Nipissing system. Target has been met.	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
1.3.1	Create a group that will respond to emergency housing-loss situations. For example, housing ordered closed or other non-natural events that result in people losing their homes.	People are housed immediately upon losing their housing.	The response to emergency housing loss situations.	A group of housing organizations works together to assist individuals and families in emergency housing loss situations.	The Crisis Management Response Team continues to collaborate with community partners to assist community members in need. LIPI Community Response Coordinated Access Nipissing (CAN) Team – Front line workers	Group meets as needed. Funding to respond to community emergency situations across the District CAN Team meets every Tuesday for Action-Based Case Conference prioritized households on the BNL. Target has been met.	N/A HPP \$20,000

1.3.2	Advocate for funding to provide program dollars to organizations who respond to crisis housing situations so those organizations can continue to offer services during operating hours.	Organizations who respond to crisis housing loss situations are able to respond quickly and effectively, while still maintaining their core services.	Funding for organizations who respond to crisis housing loss situations.	An increase in funding is allocated to organizations that respond to crisis housing loss situations.	'Shelter Supports Rehousing' (CCNB), 'Supporting Youth in Transitional Housing' (CCNB), 'Shelter Diversion for At-Risk Youth' (CCNB), and Emergency Community Response (LIPI).	2 full-time emergency overflow positions work closely with individuals/families who could not stay at other emergency accommodations. Staff at Futures Transitional house were able to work with youth clients to support their life-skills development in preparation for community reintegration. Target has been met.	Reaching Home \$674,057 HPP \$20,000
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Strategy 4: Find a solution to meeting the chronic requirements of individuals who are homeless, in both urban and rural settings.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
1.4.1	Investigate the development of a new shelter that would provide 24/7 programs to help youth stay off the streets and address the cause of their homelessness.	Youth are offered programs and supports they need.	Number of shelter beds that provide 24/7 programs to help youth stay off the streets and address the cause of their homelessness.	An increase in shelter beds to provide 24/7 programs to help youth stay off the streets and address the cause of their homelessness.	Continued to provide funding to the CCNB's Futures Supporting Youth in Transitional Housing program to assist youth with additional emotional and social supports to assist youth with reaching their goals.	Each month, the residents at CCNB Future's Youth Residence were assisted and supported to reach their goals. Target has been met.	Funding previously reported.
1.4.2	Create additional shelter beds for males.	Shelter beds are available for males.	Number of shelter beds for males.	An increase in the number of shelter beds for males.	Construction continued for Northern Pines Phase 3.	24 stage 1 transitional housing units will become available in 2024 for adults experiencing homelessness, including eligible male applicants. Target has been met.	Funding previously reported.
1.4.3	Create additional shelter spaces for citizens who are not experiencing abuse.	Shelter spaces are available for citizens who are homeless and not experiencing abuse.	Number of shelter beds for citizens who are not experiencing abuse.	An increase in the number of shelter beds for citizens who are not experiencing abuse.	Continued to fund the Low-Barrier Shelter.	21 shelter beds continued to be available in the community under a low-barrier operating model. Target has been met.	Funding previously reported.
1.4.4	Investigate options to increase funding to meet housing, transportation and daily living needs.	People have funding to access appropriate housing.	Funding for programs and services for housing, transportation	An increase in funding to meet housing, transportation	Provided a variety of rental subsidies to increase affordability for low-income	250 total rent subsidies were available to eligible recipients. Target has been met.	Funding reported on action 3.2.1.

			and daily living needs.	and daily living needs.	individuals and households.		
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Strategy 5: Community partners and agencies advocate for those who are at-risk of becoming homeless and those who are homeless.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
1.5.1	Community agencies advocate for homeless/ at-risk of homelessness individuals and/or families in the District, including the need for accessible and supportive/ supported housing.	The needs of homeless and at-risk of homelessness individuals and families are known in the District.	Service agreements state that community agencies must agree to be advocates for homeless and at-risk of homelessness individuals and families.	All new homelessness related service agreements signed with the DNSSAB ensure that community agencies are advocates for individuals/families who are homeless or at-risk of homelessness.	All agreements for Reaching Home and HPP required agencies to participate in Coordinated Access and HIFIS.	Funded agencies are working collaboratively in a coordinated fashion. Target has been met.	N/A
1.5.2	Homelessness support providers and housing support agencies develop linkages with mental health agencies.	Improved partnerships between homelessness support providers, mental health agencies and housing support agencies.	Linkages between housing/ homelessness support providers and mental health agencies.	Partnerships are developed between housing/homelessness support providers and mental health agencies.	Canadian Mental Health Association – North Bay and District is a member agency of Coordinated Access Nipissing.	Homeless individuals that require mental health support are connected with CMHA. Target has been met.	N/A
1.5.3	Homelessness support providers develop linkages with landlords.	Improved partnerships between homelessness support providers and landlords.	Linkages between homelessness support providers and landlords.	Partnerships are developed between homelessness support providers and landlords.	The Near North Landlords Association is an active member of the Community Advisory Board.	Linkages are being made between landlords and service providers. Target has been met.	N/A
1.5.4	Homelessness providers develop linkages with housing support agencies.	Improved partnerships between homelessness support providers and landlords.	Linkages between homelessness support providers and landlords.	Partnerships are developed between homelessness support providers and landlords.	DNSSAB Housing Services is a member agency of Coordinated Access Nipissing. Near North Landlords Association, Nipissing District Housing Corporation, and Triple Link are all active members of	Partnerships continue to develop between homelessness service and support agencies across the District. Target has been met.	N/A

					the Community Advisory Board.		
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Strategic Objective #2: Improving Housing Stability

Strategy 1: Develop a Housing Eviction Prevention program.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
2.1.1	Create a Housing Eviction Prevention program.	Tenants remain housed.	Number of households evicted.	Decrease in the number of households evicted.	The DNSSAB Homelessness Prevention Navigators and LIPI continued to administer HPP benefits to prevent eligible applicants from being evicted.	Eligible applicants were able to maintain their accommodations with the financial assistance provided by the DNSSAB and LIPI. Progress has been made.	HPP \$645,025
2.1.2	Create linkages to housing support services and programs, and crisis management for landlords.	Fewer tenants are evicted because they receive appropriate supports.	Number of households diverted from eviction.	Increase the number of households diverted from eviction.	Continued to fund the Community Mobile Housing Support Services through CCNB.	Assisted households with housing services that help clients to secure housing. Target has been met.	HPP \$177,113
2.1.3	Support housing eviction programs and services that provide education and awareness to individuals and households on the importance of being good tenants.	Tenants are educated on their roles and responsibilities as tenants.	Funding for eviction prevention programs and services.	An increase in funding for eviction prevention programs and services.	Rent Smart training continued to be delivered in the community.	No outcome to report in 2023. Progress has been made.	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
2.2.1	Advocate for increased funding, supports and services for people to remain housed.	Tenants and homeowners have appropriate supports services to stay in their homes.	Funding for services to prevent homelessness.	An increase in funding to prevent homelessness.	Continue to fund community programs providing prevention and diversion services	Rental subsidies, support services, and emergency financial assistance was available. Target has been met.	Funding previously reported.
2.2.2	Establish a community development worker position to support tenants in social/ affordable housing.	Tenants in social/affordable housing receive the necessary supports.	Supports for tenants in social/affordable housing.	A variety of supports for tenants in social/affordable housing.	A full-time Tenant Retention Officer at the DNSSAB Housing Operations department (NDHC) continues to support tenants.	Tenants residing in DNSSAB-NDHC units are supported to retain their housing. Progress has been made.	OPHI \$28,770

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
2.3.1	Work with community partners to create discharge plans that include services and programs available in the District.	Successful housing placement for individuals discharged from correctional facilities or hospitals.	Number of individuals discharged to homelessness.	A decrease in the number of individuals discharged to homelessness.	The North Bay Jail and the North Bay Regional Health Centre are actively involved in the NDHHP and as tertiary partners within Coordinated Access Nipissing.	There has been an increase in dialogue between the North Bay Jail and the NBRHC with the housing and homelessness service providers. Progress has been made.	N/A
2.3.2	Ensure that individuals discharged from institutions receive housing supports and services once they are housed in the District.	Individuals discharged from institutions are able to remain housed with appropriate services and supports.	Number of individuals discharged from institutions experiencing homelessness.	A decrease in chronic and episodic homelessness for individuals discharged from institutions.	The North Bay Jail and the North Bay Regional Health Centre are actively involved in the NDHHP and as tertiary partners within Coordinated Access Nipissing.	There has been an increase in dialogue between the North Bay Jail and the NBRHC with the housing and homelessness service providers. Progress has been made.	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
2.4.1	Advocate for the need for reliable transportation as a measure of housing stability and retention.	Government understands the transportation needs of rural/Northern communities.	Funding for rural/Northern communities to meet the transportation needs of residents.	Reliable transportation for rural citizens of Nipissing District.	N/A	N/A Target requires progress.	N/A
2.4.2	Create partnerships to assist individuals and/or families to access the services they need to remain in housing; including grocery shopping, support services, etc. in communities where there is no or limited public transportation.	Individuals and/or families can remain in their own homes with supports.	Services to assist rural individuals/families to remain housed.	A wide variety of services to assist rural individuals and families to remain housed.	Nipissing First Nations True Self Debwewendizwin program provides outreach supports in rural communities, including West Nipissing, Mattawa, and their surrounding areas assisting clients to obtain the services and supports they may need to get or stay housed.	Individuals/families experiencing or at-risk of homelessness living in rural communities have access to services and supports required to get them housed. Progress has been made.	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
2.5.1	Community services funding for seniors to purchase medical equipment and complete accessibility renovations.	Seniors remain in their own homes with appropriate adaptive equipment.	Funding for medical equipment and home renovations.	An increase in funding for medical equipment and home renovations.	Funding for accessibility renovations continues to be available through the Ontario Renovates program.	No accessibility renovations were completed in 2023. Target has been met.	N/A
2.5.2	Advocate for grants to maintain/retrofit homes for seniors.	Seniors can access grants to retrofit or maintain housing.	Funding for seniors to maintain and retrofit their homes.	An increase in funding for seniors to maintain and retrofit their homes.	Continued to advocate for increased funding for the Ontario Renovates Program to reduce the program wait list.	N/A Progress has been made.	N/A
2.5.3	Increase supported housing to assist seniors to be able to remain in their own homes.	Senior citizens can remain in their own homes.	Number of supported housing services for seniors.	An increase in supported housing services to assist seniors with aging in place.	Continued the Community Para-medicine Program.	Seniors continued to receive support through the Para-medicine Program. Progress has been made.	N/A
2.5.4	Increase supported/supportive housing options for seniors in South Algonquin.	Seniors receive the supports they need to remain in their home community.	Number of supported/supportive housing services for seniors in South Algonquin.	An increase in supported housing services to assist seniors in South Algonquin.	Continued the Community Para-medicine Program.	Seniors continued to receive support through the Para-medicine Program. Progress has been made.	N/A
2.5.5	Advocate for ongoing management and support to maintain the housing of older adults living with mental illness in the District.	Older adults with mental illness can remain in the community.	Services and support to assist older adults with mental illness.	An increase in services to support the housing retention of older adults living in the community with mental illness.	Continued the Community Para-medicine Program.	Seniors continued to receive support through the Para-medicine Program. Progress has been made.	N/A
2.5.6	Advocate and expand funding for health support services to support seniors in their home setting.	Adult patients receive health supports to remain in their own homes.	Types of health services to support seniors in their home setting.	An increase in the number of health services to support seniors in their home setting.	Continued the Community Para-medicine Program, as well as the Mobile Nurse Practitioner pilot.	Paramedicine program was expanded to serve Northern Pines and the Low-Barrier Shelter. Progress has been made.	N/A
2.5.7	Investigate the use of para-medicine as an aid for referrals.	Seniors receive information for health supports to remain in	Referrals from para-medicine interactions.	An increase in the number of referrals from	Continued the Community Para-medicine Program.	Seniors continued to receive support through the Para-medicine Program.	Funding previously reported.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
		their own homes or be appropriately housed.		seniors who interact with para-medicine services.		Target has been met.	

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
2.6.1	Advocate for increased funding for home renovation/retrofit programs.	Homes in Nipissing District are in an adequate state of repair.	Number of Ontario Renovates funding recipients.	An increase in the number of Ontario Renovates funding recipients.	Continued to advocate for increased funding for the Ontario Renovates Program to reduce the program wait list.	N/A Progress has been made.	N/A

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

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
3.1.1	Assist homeowner applicants with funding to create secondary suites, where appropriately permitted through municipal official plans and planning approvals.	The supply of affordable rental housing is increased.	Number of households that have accessed secondary suite incentives.	An increase in the number of households that access incentives that support the creation of legal secondary suites.	Continue to work with municipalities on the creation of additional dwelling units.	Some municipalities have created incentives to foster the creation of additional dwelling units. Progress has been made.	N/A
3.1.2	Advocate for municipalities to create policies/documents to develop, monitor, measure and evaluate secondary suites.	The supply of suitable and adequate rental housing is increased.	Number of municipal policies/documents relating to secondary suites.	An increase in municipal policies/documents relating to secondary suites.	Continue to work with municipalities on the creation of additional dwelling units.	Some municipalities have created incentives to foster the creation of additional dwelling units. Progress has been made.	N/A

Strategy 2: Explore opportunities to expand rental subsidy programs.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
3.2.1	Advocate for increased funding for rent subsidy programs.	An increase in affordable rental housing.	Number of rental subsidy recipients.	An increase in the number of rental subsidy recipients.	Increase of 19 Rent Supplements. Increase of 10 Portable Housing Benefits. Increase of 65 Canada-Ontario Housing Benefits.	275 total rent subsidies were available to eligible recipients. Target has been met.	HPP \$193,752 CRS \$527,435 PHB \$75,492 COHB \$282,000 OPHI \$33,241 SIF \$87,076 HPP Bridging/ Rapid Rehousing Allowance \$36,679

3.2.2	Create additional rent subsidies to address the shortage of rental housing in municipalities without social housing.	An increase in affordable housing options in the district's rural municipalities and areas.	Number of rent subsidies in municipalities without social housing.	An increase in the number of rent subsidies in municipalities that do not have social housing.	Increase of 10 Portable Housing Benefits.	33 recipients received a monthly Portable Housing Benefit program in 2023. Progress has been made.	See 3.2.1
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Strategy 3: Aligning various funding sources with the Strategic Objectives of the 10-Year Housing and Homelessness Plan.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
3.3.1	Maximize funding opportunities that align with the strategic objectives of this plan.	Funding is aligned with the strategic objectives.	Progress made on strategic objectives of the plan.	An increase in the amount of progress made to address the strategic objectives of the plan.	Funding decisions made by the DNSSAB are primarily driven by the strategic objectives set out in the 10-Year Housing and Homelessness Plan.	The overall investment in strategies related to the 10-Year Housing and Homelessness Plan in 2023 was \$11,412,271. Target has been met.	See Table 1.0 above.
3.3.2	Advocate for increasing the investment of the Affordable Housing Reserve Fund.	The Affordable Housing Reserve fund will increase.	Amount of money in the Affordable Housing Reserve Fund.	An increase in the amount of money in the Affordable Housing Reserve Fund.	The Affordable Housing Reserve Fund continues to increase when possible.	The balance of the Affordable Housing Reserve Fund as of December 31, 2023, is \$8,429,594.89 Target has been met.	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
3.4.1	Increase opportunities for affordable homeownership.	Maximize homeownership opportunities for low-income families.	Number of households assisted with homeownership.	An increase in the number of households assisted with homeownership.	The Homeownership Program was not offered in 2023 due to the late provision of funding. The program is typically provided each year.	No households were assisted in 2023. Progress has been made.	N/A
3.4.2	Advocate for funding and legislation that addresses health hazards in the private market housing stock and ensures that households have access to housing	Citizens are able to remain housed because their accommodations are acceptable,	Number of households homeless or at-risk of homelessness due to health hazards.	A decrease in the number of households homeless or at-risk of homelessness due to health hazards.	No progress was made in 2023.	No progress was made in 2023. Target requires progress.	N/A

	that is acceptable, safe, and affordable.	safe, and affordable.					
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Strategy 5: Increase the supply of affordable rental housing.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
3.5.1	Advocate for increased funding for the creation of additional affordable housing units.	Funding to create affordable housing.	Amount of funding for affordable housing developments.	An increase in the amount of funding for affordable housing units.	Submitted a business case for COCHI Residual funding.	Submission was unsuccessful. Progress has been made.	N/A
3.5.2	Increase the supply of housing for singles.	Singles can find affordable housing units.	Number of affordable housing units for singles.	An increase in the number of affordable housing units for singles.	Occupancy began at Northern Pines Phase 2.	20 new supportive housing units are now available for single-person households. Target has been met.	Funding previously reported.
3.5.3	Increase the supply of accessible housing, for singles other than senior citizens.	Non-seniors can find accessible housing.	Number of accessible housing units for non-seniors.	An increase in the number of accessible housing units for non-seniors.	Occupancy began at Northern Pines Phase 2.	20 new supportive housing units are now available for single-person households. 3 units are barrier-free. Target has been met.	Funding previously reported.
3.5.4	Address the need for more two-bedroom units for low-income individuals/ families and seniors.	Two-bedroom rental supply is sufficient to meet demand.	Number of affordable two-bedroom units.	An increase in the number of affordable two-bedroom units.	Submitted a business case for COCHI Residual funding.	Submission was unsuccessful. Progress has been made.	N/A
3.5.5	Increase the supply of housing for senior citizens.	Seniors can find affordable housing.	Number of affordable housing units for seniors.	An increase in the number of affordable housing units for seniors.	No additional units added in 2023.	No progress in 2023. Target has been met.	N/A
3.5.6	Advocate for a first right of refusal to DNSSAB on all surplus government buildings and land, provided it is used for affordable housing purposes.	Surplus land and buildings can be re-purposed for affordable housing.	Number of citizens housed in surplus government buildings and land.	An increase in the number of people housed in surplus government buildings and land.	Ensured that DNSSAB was listed in the agency contacts for surplus government buildings and land.	Increased opportunities to generate more affordable housing. Progress has been made.	N/A
3.5.7	Investigate the impact that building and zoning regulations have on the creation of affordable housing	Municipal building and zoning regulations support the development of affordable	Number of collaboration opportunities with municipalities in Nipissing District to support the	An increase in the number of collaborations with municipalities in Nipissing District, to support the development	Began meeting monthly with the City of North Bay to discuss coordination between planning,	Enhanced coordination and collaboration between the City of North Bay and the DNSSAB regarding	N/A

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
	supply in Nipissing District.	housing options along the Continuum.	development of affordable housing.	of affordable housing.	building services, and DNSSAB initiatives and interests.	housing and homelessness. Progress has been made.	

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
3.6.1	Advocate for funding to increase the transitional housing supply.	Funding to create transitional housing.	Number of transitional housing beds.	An increase in the number of transitional housing beds.	Continued advocacy for housing with supports.	Transitional and supportive housing needs were raised. Target has been met.	N/A
3.6.2	Increase transitional housing for victims of domestic violence outside North Bay.	Transitional housing is available for victims of domestic violence, outside North Bay.	Number of transitional housing beds outside of North Bay, for victims of domestic violence.	An increase in the number of transitional housing beds outside of North Bay, for victims of domestic violence.	N/A	N/A Target requires progress.	N/A
3.6.3	Investigate the creation of youth transitional housing in Sturgeon Falls.	Transitional housing for youth is available in Sturgeon Falls.	Number of transitional housing beds for youth in Sturgeon Falls.	An increase in the number of transitional housing beds for youth in Sturgeon Falls.	N/A	N/A Target requires progress.	N/A
3.6.4	Advocate for funding to create transitional housing for individuals with addiction.	Individuals with addiction are supported with transitional housing.	Number of transitional housing beds for individuals with addictions.	An increase in the number of transitional housing beds for individuals with addictions.	Ongoing construction of Northern Pines Phase 3 transitional housing units.	24 new units will be available to homeless and chronically homeless individuals. Target has been met.	Funding previously reported.

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
3.7.1	Advocate for funding for new and existing units to include support services.	Tenants receive appropriate supports.	Number of supported/supportive housing units.	An increase in the number of supported/supportive housing units.	Continued advocacy for housing with supports.	Transitional and supportive housing needs were raised. Target has been met.	N/A
3.7.2	Advocate for funding to support	Adequate supports are	Number of supported social/affordable	An increase in the number of	Funding of Housing Supports with the	Multiple referrals and supports have	Reaching Home \$110,449

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
	the delivery of supports for seniors and persons with disabilities in new and existing units.	available for the housing supply.	housing units for seniors.	supported social/affordable housing units for seniors.	Brain Injury Association of North Bay and Area.	been completed within the system and facilitated 3 long term HPP rent supplements for clients with ongoing support. Progress has been made.	
3.7.3	Advocate for increased funding for housing with support services for individuals experiencing mental health and addictions.	Individuals with mental health and addictions have housing with supports in place.	Number of housing with support units for individuals experiencing mental health and addictions.	An increase in the number of housing with support units for individuals experiencing mental health and addictions.	Continued advocacy for housing with supports.	Transitional and supportive housing needs were raised. efforts continued in 2023. Target has been met.	N/A
3.7.4	Explore opportunities to increase the supply of congregate living and group homes.	Increased supply of congregate living and group homes.	Number of congregate living and group home accommodations.	An increase in the number of congregate living and group home accommodations.	Ongoing construction of Northern Pines Phase 3, transitional congregate housing.	24 new congregate living units. Target has been met.	Funding previously reported.

Strategic Objective #4: Sustaining and Expanding the Housing Portfolio

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
4.1.1	Ensure that housing providers are accessing Asset Management resources and tools for the development of Asset Management Plans.	A plan that will guide decisions regarding asset renewal/ redevelopment in the social housing portfolio.	Number of housing providers utilizing housing management resources and tools.	An increase in the number of providers utilizing housing management resources and tools.	Continued the implementation of a new integrated housing system for social housing management and the centralized waiting list services.	Full implementation is expected by the end of 2024. Progress has been made.	N/A
4.1.2	Advocate for increased funding for social housing repairs and renovations.	Social housing buildings are in an adequate state of repair.	Funding for social housing repairs and renovations.	An increase in the amount of funding allocated to complete repairs and renovations to social housing.	Funding was provided to repair social housing projects.	11 community housing providers received funding for repairs and renovations. Progress has been made.	COCHI \$1,147,386 OPHI \$415,040

Strategy 2: Review the social housing portfolio.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
4.2.1	Ensure operational efficiencies throughout the social housing portfolio.	Social housing providers are operating efficiently.	Number of operational/ targeted reviews conducted.	Operational/ targeted reviews are being conducted on a consistent basis.	One operational reviews was conducted with one housing providers in 2023.	The reports following the operational review was completed. It was presented to the housing provider. Target has been met.	N/A
4.2.2	Review applicable data to ensure that existing and future housing units match the demographic and socio-economic characteristics of the District.	Current and future social housing will match the demographic and socio-economic characteristics of the client population.	The location, size, type, and cost of residing in social housing.	A social housing portfolio that matches the demographic and socio-economic needs of the District.	A Housing Needs and Supply Study was commissioned, and work began in 2023.	An up to date study will help to better understand the housing needs in the District now that the 10-Year Plan has expired. Progress has been made.	Funding recorded in 2024.

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
4.3.1	Ensure consistent planning is occurring around the end of operating agreements to ensure service level standards are being met.	Social housing providers are able to sustain their organization after operating agreements have expired.	End of operating agreements.	An increase in consistent planning around end-of-operating agreements.	Housing Administrators continued to engage with housing providers who are approaching the end of their agreements.	3 housing projects reached the end of their agreements. Rent-geared-to-income units continue to be funded through rent supplements or ongoing operating subsidy. Progress has been made.	COCHI \$252,249
4.3.2	Research and develop options for the maintenance of service level standards, after operating agreements with housing service providers end.	Service levels in social housing are maintained.	Service level standards.	An increase in the quality of service level standards after the end of operating agreements.	Each expiring housing provider project underwent an assessment to determine long-term viability.	Every unit that reached the end of its operating agreement in 2023 was sustained. Progress has been made.	See 4.3.1.
4.3.3	Research and develop options for the maintenance of service level standards and assist housing providers with financial plans after operating agreements expire.	A plan is in place to assist providers as their operating agreements end.	Financial plans.	An increase in the quality of financial planning after operating agreements expire.	Each expiring housing provider project underwent an assessment to determine long-term viability.	Every unit that reached the end of its operating agreement in 2023 was sustained. Progress has been made.	See 4.3.1.
4.3.4	Investigate changes to the current RGI system.	More stable and predictable revenue for housing service providers.	RGI funding.	An increase in funding for RGI housing service providers.	No progress in 2023.	DNSSAB has already implemented the Ministry’s RGI simplification rules. Target has been met.	N/A

Strategy 4: Create opportunities to facilitate new housing projects.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
4.4.1	Leverage opportunities, for the purpose of developing/ facilitating, owning and/or managing new housing projects.	A housing development corporation that facilitates the creation of new affordable housing opportunities.	Number of housing projects.	An increase in the number of housing projects.	Continued to work in collaboration with NDHC on new potential housing projects.	Housing development opportunities were further explored and evaluated. Progress has been made.	N/A

4.4.2	Investigate the creation of additional seniors housing in Temagami.	The housing supply in Temagami meets the needs of senior citizens.	Number of seniors housing units in Temagami.	An increase in the number of seniors housing units in Temagami.	No Progress in 2023.	No Progress in 2023. Target requires progress.	N/A
4.4.3	Investigate the creation of additional seniors housing in Mattawa.	The housing supply in Mattawa meets the needs of senior citizens.	Number of seniors housing units in Mattawa.	An increase in the number of seniors housing units in Mattawa.	No Progress in 2023.	No Progress in 2023. Target requires progress.	N/A
4.4.4	Investigate the creation of additional units to meet changing demographic and socio-economic needs.	Acceptable housing is available.	Number of affordable housing units.	An increase in the number of affordable housing units to meet the demographic and socio-economic needs of the District.	Ongoing construction of Northern Pines Phase 3 transitional housing units.	24 new units will be available for homeless and chronically homeless individuals. Progress has been made.	Funding previously reported.

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

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
5.1.1	Develop a communication strategy for the 10-Year Housing and Homelessness Plan.	DNSSAB stakeholders (as defined in the DNSSAB Strategic Plan 2014) are aware of the plan.	Communication with stakeholders.	An increase in the type and quality of communication with stakeholders.	The annual updates continue to be presented to the Board and the report is uploaded to the website.	Stakeholders have access to the updates for the 10-Year Housing and Homelessness Plan. Target has been met.	N/A
5.1.2	Ensure that new housing programs and opportunities are linked back to the Plan and support the Strategic Objectives of the Plan.	Annual work plans are developed with input from community partners and endorsed by DNSSAB.	Number of targets met.	An increase in the number of targets met.	The DNSSAB Board members, as well as affiliated agency members reflect upon the strategic objectives of the 10-Year Housing and Homelessness Plan when making decisions or recommendations around housing programs, services and supports.	The objectives set out in this plan are used as the foundation of new programs, services and supports implemented by community partner agencies throughout the District. Target has been met.	N/A
5.1.3	Report on annual progress of the 10-Year Housing and Homelessness Plan.	DNSSAB, stakeholders are informed of the progress in meeting the targets and objectives of the 10-Year Housing and Homelessness Plan.	Reporting on the plan.	Reporting to community partners on an annual basis.	DNSSAB will submit the 2023 annual progress update for the 10-Year Housing and Homelessness Plan, as has been done since the plan's inception in 2014.	The annual progress updates are posted on the DNSSAB website. Target has been met.	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
5.2.1	Identify common areas of concern and opportunities.	Increased housing opportunities and collaboration.	Amount of communication.	An increase in communication between Housing Access Nipissing, housing providers, and service providers.	The DNSSAB Housing programs department continued to work collaboratively with the Housing Access Nipissing.	9 Housing Services Notices have been provided to housing providers in 2023. Target has been met.	N/A

5.2.2	Increase communication between Housing Access Nipissing and the Nipissing District Homelessness and Housing Partnership members.	The NDHR Inc. and the NDHHP are working collaboratively.	Amount of communication.	An increase in communication between Housing Access Nipissing and NDHHP service providers.	DNSSAB Housing Services staff continue to attend NDHHP monthly meetings and regularly report on changes to program structure, eligibility, and respond to inquiries from service providers.	NDHHP service providers continue to receive information regarding Housing Access Nipissing programs. During NDHHP monthly meetings, open dialogue occurs and provides insight into community stakeholder situations. Target has been met.	N/A
5.2.3	Work with community partners to ensure that service providers are familiar with the Housing Access Nipissing Program and have the tools and resources required to support their clients with eligibility and document requirements needed to access housing supports and services.	Clients are supported and understand housing and homelessness supports and services.	Interactions with service providers.	Service providers are provided with information and resources to support their clients with eligibility and application processes.	DNSSAB Housing Services staff continue to attend NDHHP monthly meetings and regularly report on changes to program structure, eligibility, and respond to inquiries from service providers.	NDHHP service and support providers continue to receive timely and accurate information regarding Housing Access Nipissing programs. Target has been met.	N/A
5.2.4	Work with community partners to ensure that households awaiting housing on the Centralized Waiting List are provided with referrals to community supports to assist them with their housing situation.	Applicants on the Centralized Waiting List are provided with referrals to support their needs.	Number of referrals.	An increase in the number of referrals for individuals and households on the Centralized Waiting List.	DNSSAB Housing Services staff continue to provide clients with referrals and information about other programs and services in the District that could assist them with their housing situations.	Clients awaiting an offer for social housing are provided with resources to assist them with their housing needs. Progress has been made.	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
5.3.1	Create linkages between municipalities, developers, service	Enhanced collaboration between municipalities,	Interactions amongst municipalities, developers, service providers, DNSSAB,	An increase in housing-related interactions amongst	District-wide municipal councilors and mayors continue to	DNSSAB Board members utilize their municipal expertise to inform	N/A

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
	providers, DNSSAB and affordable housing providers.	developers and affordable housing landlords.	and affordable housing providers.	municipalities developers, service providers, DNSSAB, and affordable housing providers.	sit on the DNSSAB Board of Directors. The Near North Landlord Association continues to participate on the District's Community Advisory Board (CAB) and attends meetings regularly with housing and homelessness service providers.	District-wide decision-making around housing and homelessness programs and services. Target has been met.	
5.3.2	Participate in local, northern, and provincial working groups.	Increased collaboration and awareness of Northern housing and homelessness issues.	Types of working groups.	DNSSAB staff are involved in a variety of local, northern, and provincial working groups.	The DNSSAB is the Community Entity (CE) for the Nipissing District Housing and Homelessness Partnership (NDHHP). The DNSSAB sits on multiple local, provincial and federal working groups and has provided feedback to various levels of government on the state of housing and homelessness in the Nipissing District.	Concerns and issues related to housing and homelessness in the Nipissing District continue to be communicated with and to the various levels of government. Target has been met.	N/A
5.3.3	Continue to facilitate the role as the Community Entity for the federal Homelessness Partnering Strategy (HPS).	The federal government is more informed on homelessness issues.	Reporting requirements to the federal government.	Consistent and accurate reporting to the federal government on housing and homelessness in Nipissing District.	The DNSSAB has committed to maintaining the role of Community Entity (CE) through Reaching Home (2019-2024).	Increased collaboration with community service and support providers to tackle housing and homelessness issues in the District. Target has been met.	See Reaching Home funded action items.
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	Communication strategy is in place to promote the DNSSAB's RFP process.	Knowledge of RFP opportunities.	An increase in RFP applications.	The DNSSAB continues to post RFPs and other available funding opportunities on the public website.	The DNSSAB utilizes its website to post publicly about RFP opportunities. The DNSSAB then reviews the proponents' submissions to	N/A

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
	proponents are aware of funding opportunities.					determine the best candidates. The final decision is then approved by the DNSSAB Board of Directors. Target has been met.	
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.	Housing Services budgets continue to be aligned to the strategic objectives of the 10-Year plan.	Continued investment into the 10-Year Plan. Target has been met.	See funding throughout the Plan.

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
5.4.1	The NDHHP provides advice on issues related to homelessness.	DNSSAB is more informed on homelessness issues.	Interaction with NDHHP members	Consistent interaction with NDHHP members on issues related to housing and homelessness	The NDHHP continues its role as the Community Advisory Board (CAB) for the Nipissing District.	The NDHHP provides advice to the DNSSAB on issues related to housing and homelessness. Target has been met.	N/A
5.4.2	The NDHHP will assist in monitoring the progress of the 10-Year Housing and Homelessness Plan.	The annual work plan will be endorsed by the NDHHP.	Creation of an NDHHP Committee to review the 10-Year Plan.	NDHHP member committee meets annually to review the annual review of the 10-Year Plan.	The NDHHP continues to receive monthly updates from the DNSSAB on housing and homelessness programs and services during the CAB meetings.	The NDHHP members provide the DNSSAB with feedback on programs and services related to the 10-Year Housing and Homelessness Plan. The Plan is available for review on the DNSSAB's website. Target has been met.	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
5.5.1	Ensure that social assistance regulations and legislation supports the housing situation of residents of Nipissing District.	Citizens on social assistance can afford acceptable housing.	Number of households on social assistance in arrears.	A decrease in the number of households on social assistance in arrears.	DNSSAB continues to advocate for increases to social assistance rates.	No outcome to report in 2023. Progress has been made.	N/A
5.5.2	Advocate on behalf of the citizens of Nipissing District, for acceptable housing and related support programs and services, to meet their housing needs.	Citizens of Nipissing District receive housing-related supports and services that meet the demographic and socio-economic needs of the District.	Services for housing-related supports and services.	A diverse variety of housing-related supports and services.	Advocacy efforts continue to increase the stock of supportive housing and housing-related support services.	No outcome to report in 2023. Progress has been made.	N/A
5.5.3	Advocate for northern, rural and remote housing and homelessness solutions.	The provincial government will know the needs of northern, rural and remote citizens.	Number of working groups.	DNSSAB staff communicate the needs of Nipissing District through involvement in a variety of provincial working groups.	The DNSSAB continued to participate in committees, working groups, and conferences hosted by various levels of government.	Continued knowledge sharing on homelessness strategies. Progress has been made.	N/A
5.5.4	Advocate for a National Housing Strategy that meets the needs of Nipissing District.	Sustainable and predictable long-term funding for affordable housing initiatives.	Amount of funding from the federal government.	An increase in the amount of funding received for housing-related programs and services.	The National Housing Strategy was released on November 22, 2017, for a time span of 10 years.	Target has been met.	N/A
5.5.5	Facilitate communication between citizens and government leaders, related to their housing needs.	The housing needs of citizens are recognized.	Published articles and reports related to housing.	Consistent communication with citizens and government on issues related to housing and homelessness.	Public engagement occurred for the development of the local Housing Needs and Supply Study.	8 focus groups were held and over 700 citizens responded to the community survey. Target has been met.	N/A

Strategy 6: Develop Indigenous housing solutions.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
5.6.1	Develop partnerships between non-Indigenous service providers and Indigenous service providers, elders, and community members.	Indigenous housing solutions are developed and implemented.	Representation of Indigenous groups and organizations.	Consistent representation of Indigenous groups and organizations in working groups and committees.	The North Bay Indigenous Friendship Centre (NBIFC) as well as Nipissing First Nations True Self (NFN) staff actively sit on the Nipissing District Housing and Homelessness Partnership (NDHHP) and provide community partners with insights and information regarding Indigenous housing and homelessness topics and concerns. The DNSSAB continues to provide staff with Indigenous cultural learning opportunities including Indigenous guest speakers at all-staff meetings.	Homelessness and housing issues are discussed collaboratively with Indigenous and non-Indigenous community stakeholders. Target has been met.	N/A

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

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
6.1.1	Ensure that service directories are bilingual and accessible to the public.	French and English-speaking citizens are informed of services in the District.	Bilingual service directories.	All service directories in the District are available in French and English.	The DNSSAB continues to update its bilingual website.	A fully bilingual DNSSAB website is available to the public. Target has been met.	N/A
6.1.2	Offer information sessions to social service agencies, institutions, municipalities, and other stakeholders on the programs and services offered by the DNSSAB.	Individuals and families are aware of housing and homelessness programs in the District.	Information sessions are provided to social service agencies, institutions, municipalities, and other stakeholders.	A variety of information sessions are provided to social service agencies, institutions, municipalities, and other stakeholders.	The DNSSAB website was updated to include information on all programs and services offered, as well as eligibility requirements for each.	Citizens and community partners can receive information regarding DNSSAB programs and services by visiting the public website. Target has been met.	N/A
6.1.3	Ensure the francophone population is recognized by capturing the French language when publishing reports at all phases of community planning for housing and homelessness.	A better informed Francophone community.	Reports published in French.	All published reports are available in French and English.	All resources have been made available in both French and English on the DNSSAB website.	Citizens and community partner agencies who would like service in French or English can be served and supported in their preferred language. Target has been met.	N/A
6.1.4	Social media is utilized to highlight programs in the District.	Informed public.	Social media posts regarding programs in the District.	A variety of social media posts regarding programs in the District.	DNSSAB regularly updates its website and the North East Healthline directory.	Citizens have up to date information on programs and services online. Target has been met.	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
6.2.1	Share information and data collected on housing and homelessness needs with citizens	Citizens and all levels of government are aware of the housing and	Housing and homelessness information and data are provided to citizens and all	Annual reports are created and shared with citizens and all	Monthly Board packages continue to be posted on the public website for information.	Members of the public and all levels of government are aware of the data and information	N/A

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
	and all levels of government.	homelessness issues in the District.	levels of government.	levels of government.	Information and reports are consistently shared with Federal and Provincial government representatives through the NDHHP.	about housing and homelessness in the Nipissing District. Target has been met.	
6.2.2	Disseminate educational materials that target the stigma and beliefs about homelessness.	Reduce stigma about homeless groups/certain populations.	Educational materials that target the stigma and beliefs about homelessness.	A variety of educational materials target the stigma and beliefs about homelessness.	The DNSSAB released several media releases to inform the public on the services, programs, and projects related to housing and homelessness.	The public received updates on the work of the DNSSAB relating to housing and homelessness. Target has been met.	N/A
6.2.3	Work with post-secondary institutions to understand the housing needs and challenges of the student population.	Students have access to adequate, affordable, and suitable housing.	Interactions between post-secondary institutions and the DNSSAB.	A variety of interactions between post-secondary institutions and the DNSSAB.	Canadore College is an active member on the Community Advisory Board. DNSSAB has presented at the Nipissing University Community Relations Committee on the two studies that began in 2023.	Linkages to the post-secondary institutions have been made regarding housing and homelessness. Target has been met.	N/A
6.2.4	Advocate for accurate data on student housing needs to support student populations in the District.	Student housing needs are accurately captured.	Data on student housing.	Reliable and consistent data on student housing.	Canadore College is an active member on the Community Advisory Board. DNSSAB has presented at the Nipissing University Community Relations Committee on the two studies that began in 2023.	Linkages to the post-secondary institutions have been made regarding housing and homelessness. Progress has been made.	N/A
6.2.5	Advocate for enhanced awareness of homelessness due to migration and transience.	Enhance awareness and understanding of homelessness due to migration/transience.	Data on homelessness due to migration and transience.	Reliable and consistent data on homelessness due to migration and transience.	HIFIS is being used to track the migration and transience of homelessness.	Data continues to be tracked through Coordinated Access Nipissing and HIFIS. Target has been met.	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
6.3.1	Develop partnerships with employment agencies, businesses, municipalities, post-secondary institutions, and economic development entities to support a range of stable employment opportunities across the District.	Individuals and families have access to a wide range of stable employment opportunities.	Number of job postings.	An annual increase in the number of job postings.	The DNSSAB Employment team is an active member of the Nipissing Employment Services Table (NEST).	DNSSAB departments and employment agencies, local businesses, municipalities, post-secondary institutions and economic development organizations seek out opportunities to work collaboratively to support the employment needs of local citizens. Target has been met.	N/A
6.3.2	Advocate to all levels of government on the employment needs of citizens in Nipissing District.	A greater understanding of the employment needs of citizens in Nipissing District.	Data on employment needs in Nipissing District.	Reliable and consistent data on employment needs in Nipissing District.	DNSSAB-Ontario Works continues to advocate on all levels of government on employment needs in Nipissing District.	No outcomes in 2023. Target has been met.	N/A

Strategy 4: Increase Indigenous cultural awareness and safety.

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
6.4.1	Work closely with Indigenous partners to support the development of cultural protocols, policies, and standards for individuals and families accessing housing programs and services.	Indigenous clients and community members experience cultural safety in all aspects of the housing process.	Cultural protocols, policies, and standards.	All housing processes are culturally accessible.	NBIFC and True Self are active members on the Community Advisory Board and provide community partners with insights and information regarding Indigenous housing and homelessness topics and concerns.	Homelessness and housing issues are discussed collaboratively with Indigenous and non-Indigenous community stakeholders. Progress has been made.	N/A

					A sub-consultant focused on Indigenous housing needs was utilized for the development of the Housing Needs and Supply Study.		
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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	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
6.5.1	Review and consistently update a quality assurance framework for the operations of social housing providers.	Reliably delivered social housing programs.	Progress reports from operational reviews.	Directives and recommendations from operational reviews are completed on a monthly basis.	Operational review progress reports were monitored throughout the year. The progress report was also updated in 2023 to improve the effectiveness.	Directives and recommendations continue to be followed up on. Progress has been made.	N/A
6.5.2	Seek opportunities to obtain feedback from tenants and housing program participants through the use of surveys etc.	Housing services and programs that meet the needs of citizens in the District.	Feedback from tenants and housing program participants.	A variety of feedback opportunities is provided to tenants and housing program participants.	Feedback can be provided through the DNSSAB website. NDHC also occasionally offers tenant surveys.	Tenants and clients can provide feedback. Target has been met.	N/A
6.5.3	Discover the needs of applicants on the Centralized Waiting List.	Increased understanding of the needs of individuals on the Centralized Waiting List.	Data on applicants on the Centralized Waiting List.	Reliable and consistent data on applicants on the Centralized Waiting List.	Live data dashboards have been developed through the use of Tableau software.	Reliable and consistent data from the waiting list is easily accessible. Target has been met.	N/A

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

Section	Actions	Overall Outcomes	Measures	Targets	Action taken in 2023	Outcomes in 2023	Funding
6.6.1	Streamline the existing shelters and service provider reporting format, so that specific housing and homelessness	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.	A wide variety of reports are now available in HIFIS to assist with streamlining reporting.	HIFIS data is being used for reporting purposes. Target has been met.	N/A

	information is captured.						
6.6.2.	Have current demographic and socio-economic information available to the public, especially as it relates to housing needs.	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.	Began work on public data dashboards that would be featured on the DNSSAB website.	No outcome to report in 2023. Progress has been made.	N/A
6.6.3.	Create a definitions glossary for Nipissing District as it relates to housing and homelessness.	A District-wide understanding of housing and homelessness terms.	Definitions used in agreements and contracts.	Consistent housing definitions are used across the District.	Coordinated Access Nipissing, includes definitions associated with the housing continuum within the CAN Guide.	Service providers are using housing and homelessness-related terms consistently to ensure client support remains static throughout the various agencies. Progress has been made.	N/A