

Reaching Home:

District of Nipissing Homelessness Plan

2019 – 2024

Note:

All communities receiving funding from Designated Communities stream are required to use this template in order to complete the community plan under Reaching Home. In completing this template, communities are encouraged to develop comprehensive community plans that reflect the contributions of all funding partners, including other orders of governments, not-for-profit organizations, and the for-profit sector.

Please note that in communities that receive funding from both the Designated Communities and Indigenous Homelessness streams, cross-stream collaboration is expected to promote the adoption of a community-wide planning process and support the achievement of community-level outcomes reflecting the needs of the whole community. To support communities in completing their community plans, a Reference Guide has been developed. It is recommended that this be reviewed prior to completing your community's homelessness plan to ensure understanding of the requirements and completeness.

The Community Plan for Reaching Home must be approved by the Community Advisory Board (CAB) of the Designated Community before it is submitted to Service Canada. If your community is developing a joint plan with the Indigenous Community Entity, both Community Advisory Boards must approve the community plan.

In addition to the core requirements provided in this template, communities may also wish to include other components that provide insight into the community's housing and homelessness context or contribute to community-level homelessness challenges, such as a map of the community's current homelessness services and/or gaps in homelessness services or infrastructure (e.g. housing stock). Communities have full flexibility in drafting these sections.

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1. Community Engagement

Please identify the steps taken to engage your community stakeholders in developing this plan.¹

In April 2019, the DNSSAB conducted a thorough analysis of the housing needs in the District of Nipissing to inform the 5-Year Review of the 10-Year Housing and Homelessness Plan. Included in this analysis was a large consultation session of social services providers (including the Community Advisory Board (CAB) members), surveys to municipalities, and private interviews with the private market. Indigenous organizations also participated in the consultation session. Ultimately, due to significant cross-over of information and requirements, the data collected and analyzed through these consultations was able to be transferred to the Community Plan as well. Based on the initial analysis of housing needs, six key themes emerged similar to the needs expressed in the original 10-Year Housing and Homelessness Plan. These needs include:

- More affordable housing options along the continuum;
- Addressing housing condition;
- Increased funding geared to housing need;
- Increased coordination of services and supports;
- Addressing stigma, awareness, and accountability; and
- Addressing legislative and economic barriers.

2. Investment Plan

In the table below, please outline your planned allocation of Reaching Home funding (including funding from the Designated Community stream and Community Capacity and Innovation stream) from 2019-24 by investment area. Please note that it is acceptable that your community's funding priorities change over time. This investment plan is to demonstrate that your community has a vision moving forward for the allocation of Reaching Home funding. An example has been included in the Community Plan Reference Guide.

Reaching Home, like the former Homelessness Partnering Strategy (HPS), has been delivered as a service-based program in the District of Nipissing. The CAB has historically provided HPS funding through a Request for Proposal (RFP) process to determine the programs/services that will best meet community needs and program outcomes. As such, the bulk of the funding will go towards housing services, prevention and shelter diversion, and support services. To continue, the Community Entity and the CAB will also utilize the full funding available under the new Community Capacity and Innovation (CCI) funding stream to support the implementation of coordinated access in collaboration with key partners. Lastly, the maximum 15% will be allocated to

¹ Engagement with local Indigenous organizations, and the Indigenous Community Entity and Community Advisory Board is expected in the development of this community plan.

administration to again ensure the smooth delivery of CAB meetings and the efficient and effective delivery of program components while meeting program deadlines.

	2019-20	2020-21	2021-22	2022-23	2023-24
Housing Services	0%	20%	21%	21%	21%
Prevention and shelter diversion	59%	21%	22%	22%	22%
Support Services	0%	20%	21%	22%	22%
Capital Investments	0%	0%	0%	0%	0%
Coordination of Resources and Data Collection	26%	24%	21%	20%	20%
Administration	15%	15%	15%	15%	15%
TOTAL	100%	100%	100%	100%	100%

3. Cost-Matching Requirement

In the table below, please outline all funding for homelessness initiatives your community plans to receive from external partners from 2019 to 2024. This includes both financial and in-kind contributions. If your anticipated community contributions do not project to cost-match funding from both the Designated Community stream and Community Capacity and Innovation stream for each year, explain the circumstances below the table and include a description of the steps you will take to meet the requirement. An example has been included in the Community Plan Reference Guide.

Projected External Funding towards Homelessness Initiatives						
Funder	2019-20	2020-21	2021-22	2022-23	2023-24	2019 - 24
Community Homelessness Prevention Initiative (CHPI)	\$1,680,486	\$1,771,340	\$1,771,340	TBD	TBD	\$5,223,166
TOTAL	\$1,680,486	\$1,771,340	\$1,771,340	TBD	TBD	\$5,223,166

External funding beyond 2021-22 has yet to be determined, however we will be engaging with various stakeholders to ensure funding is available.

4. Coordinated Access

*Please discuss the steps you will take to implement a coordinated access system in your community. If your community has a coordinated access system in place, please describe how it presently functions. **Note:** Please also ensure you discuss how Indigenous Organizations have been engaged on the design of Coordinated Access, or how they will be engaged.*

The District of Nipissing has experience with Coordinated Access through the No Wrong Door service delivery policy. The No Wrong Door service delivery has proven to be a successful practice among agencies that serve our homeless and at-risk individuals and families.

The current service model of No Wrong Door has positioned the District to move forward under CCI funding stream to: strengthen and enhance the services in a coordinated manner and to support the structured and effective use of HIFIS 4 moving forward.

Currently, three community agencies use the *Homeless Individuals and Families Information System (HIFIS) 3.8*. (Crisis Center North Bay – Shelter, Low Income People Involvement of Nipissing, North Bay Indigenous Friendship Centre).

The District of Nipissing plans to implement Coordinated Access by:

- Creating a sub-committee from the CAB to implement HIFIS 4.0;
- Creating a governance structure for HIFIS use and administration approved by the CAB;
- Designing a community system for coordinated workflow in HIFIS;
- Developing standards for sharing data;
- Ensuring technical infrastructure is ready and available to support the system;
- Customizing the system to meet the needs of each service provider;
- Training staff on how to use the system; and
- Going live with HIFIS by March 31, 2022.

A sub-committee from the CAB has been developed to implement HIFIS 4.0. The sub-committee known as the Homelessness Information Partnership Nipissing is made up of members from the following organizations: North Bay Indigenous Friendship Centre, Crisis Center North Bay, Low Income People Involvement of Nipissing, and DNSSAB – CHPI Client Benefit Program.

The detailed implementation plan for HIFIS 4.0 can be found in Appendix A, which has been tailored to the District of Nipissing.

5. Community-Wide Outcomes

If you would like your community to measure progress on additional overvested utcomes beyond the [federally mandated outcomes](#), please identify those outcomes. Please provide your proposed indicators, targets, and methodology for each of the additional identified outcomes.

The DNSSAB in collaboration with the CAB will track the following four federally mandated outcomes under Reaching Home:

1. Chronic homelessness in the community is reduced (by 50% by 2027-28);
2. Homelessness in the community is reduced overall, and for priority populations (i.e. individuals who identify as Indigenous, youth, individuals affected by mental illness and addictions, and individuals with income security challenges);
3. New inflows into homelessness are reduced; and
4. Returns to homelessness from housing are reduced.

Additionally, the outcome of “Discharges from Public Institutions into Homelessness is reduced” will be tracked.

This will be tracked by service providers as mandatory fields within HIFIS that will provide greater details. Nipissing District currently struggles with institutional and NGO service providers (ex. Detox & Bail Programs) discharging individuals to homelessness. The CAB and our last two Homelessness Counts identified this as a local priority. The CCI steering committee will be responsible for the data collection to determine our local baseline. The CAB is targeting a 50% reduction by 2027-28.

6. Official Language Minority Communities

The Government of Canada has a responsibility under the Official Languages Act to ensure that programs and services meet the needs of [Official Language Minority Communities \(OLMCs\)](#). Please describe the steps that you will take to ensure that the services funded under the Reaching Home take the needs of the [OLMCs](#) into consideration where applicable.

According to the 2016 census, 33.9% of the District’s population is bilingual (French and English) and 1.1% are strictly Francophone. As such, the services and projects offered through Reaching Home will be available in both French and English, as necessary.

Specifically, the following will be included in the Calls for Proposals and the Sub Project agreements:

The Service provider shall:

- a) make Project-related documentation and announcements available in both official languages;
- b) actively offer Project-related services in both official languages;

- c) encourage members of both official language communities to participate in the Project; and
- d) provide its services, where appropriate, in such a manner as to address the needs of both official language communities.

Note: ESDC has removed all personal and identifying information for members of the Community Advisory Board(s) from this document. To validate or change this information, please contact your Service Canada representative.

APPENDIX A – HIFIS Implementation Checklist

Nipissing District- HIFIS 4 Implementation Checklist

1. Planning:

Critical that we take the time to thoroughly plan when implementing HIFIS. Why, who and how.

1.1. Identify Stakeholders: Find the partners needed for a successful implementation

- Identify the service providers who will be directly involved in HIFIS 4.0
- Host initial meeting with service providers involved in HIFIS 4.0
- Form advisory committee of service providers to guide HIFIS 4.0 development
- Ensure service providers are familiar with HIFIS 4.0 structure, capabilities and set-up requirements

1.2 Create a Governance Structure: Establish processes and guidelines for software use and administration

Terms of Reference

- Review other communities Terms of References
- Develop a name for the HIFIS / Coordinated Access Committee
- Discuss community and organizational-level needs
- Discuss the decision making process
- Establish reporting and management processes
- Each organization to provide a lead 'administrator'
- Draft of Terms of Reference presented to Committee
- Approval of Terms of Reference

2. Platform Decision:

Develop policy and legal considerations. This includes determining privacy, security, and data sharing protocols

2.1 Design a Community System: Establish the coordinated workflow in HIFIS

- Determine the scope of HIFIS integration in the District
- Discuss and identify the HIFIS features available to Service Providers
- Share and review procedure protocols and Data Sharing Agreements (DSA's) from other communities

- Develop a Data Sharing Agreement (DSA) between the DNSSAB and Service Providers to guide data sharing, document privacy and security protocol decisions
- Develop process protocols on: Client intake, referrals, and Service Provider management
- Share and Review Service Level Agreement (SLA) documents from other communities
 - Develop a Service Level Agreement (SLA) between the DNSSAB and Service Providers to govern platform use and the parameters of the partnership between the DNSSAB and Service Providers
- Share and review common consent forms from other communities in Ontario
 - Develop a common consent form for clients in Nipissing District that explains how their information will be used and shared.

2.2. Data Standards for Configuration: Determine how the data will be shared

- Develop reporting requirements
- Set data fields
- Determine minimum and universal data that will be collected by each agency and overall for the system
- Identify data standards by creating a local data dictionary covering definitions and terms
- Establish a written documentation of User Rights for each user/user type (data access and data sharing)
- Discuss and decide on converting existing 3.8 data: starting new, data conversion for active files, and/or data conversion of all historical data.

3. Technical Decisions

In order for HIFIS 4 to respond to the needs of the community, important technical decisions should be considered

3.1 Prepare for Installation: Make technical decisions and ensure infrastructure is prepared to support them

- Determine the technical scope of HIFIS (number of users per agency, transactions per day etc.)
- Assess the current technological infrastructure capacity and identify any needs
- Determine the framework for how local technical support will be provided

3.2. Customize the Platform: Configure the software to meet the needs and characteristics of each Service Provider and data sharing connections of the whole system

- Sign the Data Provision Agreement between the DNSSAB and Government of Canada: ESDC to allow for the use and customization of HIFIS 4.
- Install and perform basic system configuration of settings
- Set user protocols, including passwords, access protocols etc.

- Create a user guide to demonstrate the customization of the system
- 3.3. System Security: Designing and maintaining a secure system is essential to the integrity of HIFIS
 - Create user accounts with the appropriate level of user rights, as previously mapped
 - Determine and set data storage protections with IT support services.
 - Determine and set backup procedures with IT support services

4. Management and Implementation Strategies

Consider the operational aspects when deciding on a management model and identify the changes that implementation will bring.

- Identify Service Provider staff who will take the lead as representatives of their agency
- Discuss the role of the HIFIS Community Coordinator in supporting the day-to-day needs of HIFIS users, troubleshooting, updates, maintenance issues etc.

4.1 Get Ready to Go Live: put the pieces in place for a smooth implementation

- Perform technical and network testing
- Define long term staff roles and responsibility for DNSSAB and Service Providers
- Provide staff with user access rights, accordingly.
- Create implementation plan on deploying HIFIS.
- Choose and configure system security mechanisms

4.2 Training: All staff require training and access to resources

- Develop a training plan for supervisors, support staff, management etc.
- Discuss the structure of who will provide ongoing training and technical support
- Discuss a protocol for new staff onboarding
- Set a plan for continuous training after implementation (quarterly, annually etc.)
- Develop and distribute training resources
- Community Coordinator to provide targeted training sessions for user categories
- Develop an understood method for providing feedback during and after the launch of HIFIS 4.

5. Operating Procedures and Protocols

Considerations regarding system maintenance and system modification should be determined.

5.1. Ongoing Support: Long term platform maintenance requires careful planning

- Establish a support strategy, including super-users, Q& A documents, training etc.
- Develop troubleshooting resources
- Develop plans for system maintenance and data integrity

5.2. Reporting Protocols: Long term platform maintenance requires careful planning

- Generate information on the homelessness situation for planning, advocacy and reporting requirements
- Create custom reports to meet end-user requirements (using crystal reports)
- Monitor, approve and share data collected by HIFIS
- Develop a timeline for providing regular reports to stakeholders including service providers and the greater community.