

A decorative graphic consisting of a grid of colored squares. The grid is 3 squares wide and 4 squares high. The top-left square is light blue. The top-right square is dark blue. The middle-left square is medium blue. The middle-right square is dark blue. The bottom-left square is dark blue. The bottom-right square is light blue.

Community Homelessness Prevention Initiative (CHPI)

Program Guidelines
January 2017

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INTRODUCTION

Originally implemented in January 2013, the Community Homelessness Prevention Initiative (CHPI) is a 100 per cent provincially funded outcomes-based program that aims to prevent and end homelessness by improving access to adequate, suitable, and affordable housing and homelessness services for people experiencing homelessness and for people at-risk of homelessness.

CHPI is administered under a service agreement between the Minister of Municipal Affairs and Housing and each Service Manager (SM). The Minister of Housing is the successor to the Minister of Municipal Affairs and Housing and is responsible for the CHPI service agreement. The responsibility for delivering CHPI in local communities rests with 47 SMs across Ontario. These SMs are provided with funding and flexibility to offer programs and services to meet the objectives and outcomes of CHPI.

SCOPE OF THE GUIDELINES

These updated guidelines form part of the CHPI service agreement and come into effect on April 1, 2017 and replace the first CHPI Program Guidelines released in 2012. These guidelines provide a framework for CHPI and are designed to assist SMs with the delivery of the program in their local communities.

The Ministry of Housing (the ministry) recognizes that changes to the program's design may be necessary as a result of SM feedback and consultations. As such, the guidelines may be updated on an as needed basis and any updates will be communicated to SMs.

PROVINCIAL CONTEXT

Since implementing CHPI, the province has moved forward with several strategic initiatives, which demonstrate that housing and homelessness issues are key priorities of the government. These initiatives are reflected in CHPI, and include the following:

Poverty Reduction Strategy

The province launched its second Poverty Reduction Strategy in September 2014 and committed to:

- Ending homelessness
- Building the evidence base required to guide effective poverty reduction policies and programs.

Expert Advisory Panel on Homelessness

In January 2015, the province established an Expert Advisory Panel on Homelessness to provide advice on how to achieve the goal of ending homelessness under the Province's Poverty Reduction Strategy.

In October 2015, the panel released its report, *A Place to Call Home: Report of the Expert Advisory Panel on Homelessness*, which acknowledges that homelessness is complex, and that progressive action is required to address it. In response to the panel's report, the government committed to a number of immediate and long-term actions. These included:

- committing to end chronic homelessness by 2025
- adopting the recommended definition of homelessness, including chronic homelessness, to build common language and understanding about the problem
- requiring enumeration at the local level to gather data about homelessness
- adopting four provincial homelessness priorities – chronic homelessness, youth, Indigenous persons, and homelessness following transitions from provincially-funded institutions and service systems.

Long-Term Affordable Housing Strategy Update

In March 2016, the province released its Long-Term Affordable Housing Strategy (LTAHS) Update, which reflects new research and best practices that support Ontario's transformation towards a better housing system.

As part of the LTAHS Update, funding for CHPI was increased, bringing the Province's total CHPI annual investment to \$338.7 million by 2019-20.

Policy Statement: Service Manager Housing and Homelessness Plans

SM housing and homelessness plans provide a framework for integrated local planning to address housing affordability, coordination of homelessness and related support services and homelessness prevention. The Policy Statement provides guidance and direction to SMs to support the development of local housing and homelessness plans. SMs are required to align CHPI planning and delivery with their local housing and homelessness plans.

Indigenous Engagement

The LTAHS Update also includes a provincial commitment to engage with Indigenous organizations and communities to develop an Indigenous Housing Strategy for Ontario.

Engagement with local First Nation, Métis and Inuit organizations and communities is vital to build strong partnerships and to support access to culturally appropriate housing, homelessness prevention programs and support services. The Policy Statement requires that SM housing and homelessness plans include a strategy for engagement with Indigenous organizations and communities and demonstrate a commitment to coordination and collaboration with Indigenous housing providers and service providers.

The province supports SMs coordinating their CHPI planning and delivery with local Indigenous housing and service providers.

VISION

The vision for CHPI is to have:

A coordinated and holistic service delivery system that is people-centered, evidence informed and outcomes-based, and reflects a Housing First approach that focuses on homelessness prevention and reduces reliance on emergency services.

This vision reflects a shift towards a system that focuses on proactive and permanent housing solutions rather than reactive responses to homelessness.

GUIDING PRINCIPLES

CHPI is guided by the following key principles:

HOUSING FIRST

A Housing First approach is based on the principle that people are better able to move forward with their lives if they are first housed. As such, this approach aims to assist people who are homeless to obtain and maintain permanent, affordable housing and to assist those who are at risk of homelessness to remain housed. Housing is linked to flexible, appropriate support services using a people-centred approach according to people's needs.

PEOPLE-CENTERED

A people-centred approach focuses on positive results for individuals and families who are homeless or at risk of homelessness. Housing programs, services and supports should be based on this approach.

It is important for planning, program development and implementation to include consultations with people with lived experience of homelessness or who have been at risk of homelessness. This may include: conducting service user satisfaction surveys/interviews; having people with lived experience of homelessness on volunteer boards of directors and as staff members; and providing service in a manner that is respectful and directed by the needs and wishes of those who are accessing services.

PARTNERSHIP BASED

Housing and homelessness related services in Ontario require strong partnership between all levels of government, non-profit and co-operative housing providers, community support services and the people who require housing- and homelessness- related supports to build healthy, sustainable and inclusive neighbourhoods.

LOCALLY DRIVEN

Homelessness-related services, programs and housing must be locally relevant and based on peoples' needs. This approach will provide opportunities to access affordable and safe housing, as well as employment, support services and other community resources.

INCLUSIVE

All persons have the right to equal treatment and protection from discriminatory practices that limit their housing opportunities. Local services, programs, initiatives and decision making will reflect the voices, experiences and input of people with lived experience of homelessness or risk of homelessness.

FISCALLY RESPONSIBLE

Local initiatives funded under CHPI will meet the intended purpose and outcomes of the program with due regard for economy, efficiency and effectiveness. Local strategies will reflect fiscal conditions as they evolve to promote the goals of the program and will provide value for money.

OUTCOME-FOCUSED

All initiatives designed under this program should be created with the outcomes for the person in need of services in mind and should be informed by the principles of Housing First, people-centred, and inclusive, while being monitored, evaluated and continuously improved to prevent, address and end homelessness.

The ministry expects that the overall vision, along with these principles, will influence programming at the local level.

PROGRAM OBJECTIVES

Consistent with the provincial context, CHPI has the following objectives:

- support the province's goal to end chronic homelessness by 2025
- reduce reliance on emergency shelters and services and increase efforts in homelessness prevention programs
- allow SMs flexibility to provide a full range of services that have proven to reduce and prevent homelessness at the local level
- facilitate the development of seamless services and programs that connect people to community resources and assist households to obtain and retain affordable housing that is linked to supports appropriate to their needs
- promote a culture of policy, planning and service delivery that is focused on an outcomes-based and people-centered approach, while recognizing the complexity of homelessness and issues related to homelessness
- create and support opportunities for SMs to develop creative and innovative approaches to homelessness, which are aligned with their local housing and homelessness plans and meet the intended outcomes of CHPI.

PROGRAM OUTCOMES

The province has established two key program outcomes for CHPI, which will measure performance and ensure accountability:

1. people experiencing homelessness obtain and retain housing
2. people at risk of homelessness remain housed.

SMs are required to deliver services that address **both** program outcomes and to report on their progress on an annual basis as part of year-end reporting.

ROLES AND RESPONSIBILITIES

The province sets the policy, program and evaluation framework for CHPI. The ministry expects SMs to directly deliver, or contract with community agencies to deliver, CHPI within their local communities.

Specifically, the province and the SMs are responsible for the following:

Province	Service Managers
Establishing the policy framework and program guidelines.	Engaging in planning activities related to program delivery, which may include assessing service needs, identifying partners, and setting targets and methods to measure success in ending homelessness.
Ensuring administrative accountability for CHPI.	Implementing risk management strategies to mitigate any risks in meeting CHPI outcomes and undertaking a capacity assessment to ensure the SM and/or the service provider has the capacity to deliver CHPI.
Developing tools and acting as a facilitator/convener (where needed) to assist SMs with best practices.	Delivering services and administering the program as per the policy framework and program guidelines.
Establishing outcomes and performance indicators.	Reporting back to the ministry on performance indicators and status of meeting program outcomes.

Province	Service Managers
Administering funding for CHPI.	Entering into, and monitoring service contracts with third party service providers as appropriate.
Assisting with developing, reviewing and approving SM investment plans, mid-year, quarter 3 and year-end reports.	Submitting an investment plan outlining how CHPI funds will be used and submitting mid-year, quarter 3 and year-end reports outlining how funds were used and summarizing the data collected for CHPI performance indicators.
Ensuring SMs are in compliance with the Service Agreement and Program Guidelines.	Collecting financial and program data for the services provided.
Acting as a liaison with other ministries when inter-ministry service delivery issues arise.	Reporting to the province on financial and program data as per the ministry's reporting timelines.

ACCOUNTABILITY AND FUNDING INFORMATION

CHPI FUNDING MODEL AND SERVICE MANAGER ALLOCATIONS

The 2016 provincial budget increased CHPI funding by \$15 million each year over three years. This new investment increases total funding for CHPI from \$293.7 million in 2016-17 to \$308.7 million in 2017-18, \$323.7 million in 2018-19 and \$338.7 million in 2019-20.

Beginning in the 2017-18 fiscal year, the province will be using a new funding model for CHPI. This model uses evidence-based indicators to reflect relative need across Ontario.

Consistent with the two overarching program outcomes for CHPI, the province will provide SMs with a single funding allocation that has been calculated based on indicators related to the relative amount of people experiencing homelessness, and those at-risk of homelessness, in each SM Area.

People Experiencing Homelessness

Approximately \$169.8 million of the funding envelope will be allocated based on a proxy indicator to reflect people experiencing homelessness. This indicator was a component of the

original CHPI allocation. The indicator uses SMS' historic program spending on the five former provincial homelessness-related programs that were consolidated to form CHPI.¹

People At-Risk of Homelessness

There are two primary indicators used to capture people at-risk of homelessness:

- **Deep Core Housing Need**
Approximately \$81.8 million of the total funding envelope will be allocated based on SMS' share of households in Deep Core Housing Need. This indicator was a component of the original CHPI allocation.
- **Provincial priorities indicator**
This new indicator reflects the at-risk population based on three of the four provincial homelessness priorities: chronic homelessness, youth and Indigenous persons.² The provincial priorities indicator is used to allocate the new investment in CHPI (\$15 million in 2017-18, \$30 million in 2018-19 and \$45 million in 2019-20) as well as to reallocate the \$42 million that was added permanently to CHPI in 2014-15.

Provincial Priorities Indicator

The provincial priorities indicator was constructed based on data from Statistics Canada to capture the provincial homelessness priorities including chronic homelessness, youth and Indigenous persons.

Sixty-seven per cent of the funds allocated under this indicator are based on measures that reflect the risk of chronic homelessness and 33 per cent are based on measures for other provincial homelessness priorities, as indicated below.

Chronic homelessness (67 per cent): To reflect the risk of chronic homelessness, 33.5 per cent of the funds under the indicator are allocated by SM area share of households that are LIM-BT (Low Income Measure 50 per cent before tax)³ **and** that pay more than 50 per cent of before tax income on shelter, as a percentage of total provincial households.

¹ These former programs include the Consolidated Homelessness Prevention Program, Emergency Energy Fund, Domiciliary Hostel Program, Provincial Rent Bank and a three-year average of expenditures for the Emergency Hostel Services program.

² At present, data at the Service Manager level on homelessness following transitions from provincially funded institutions is not available in sufficient detail to form part of the funding formula.

³ The Low-income measure before tax (LIM-BT) is a fixed percentage (50 per cent) of median adjusted total income of households observed at the person level, where 'adjusted' indicates that a household's needs are taken into account.

The remaining 33.5 per cent of the funds under the indicator used to reflect the risk of chronic homelessness is allocated by SM area share of unemployed population, as a percentage of total provincial unemployed population.

Other provincial priorities (33 per cent): To reflect other provincial priorities, 16.5 per cent of the funds under the indicator are allocated by SM area share of provincial youth population aged 16-25 years and by 16.5 per cent of SM area share of provincial Indigenous identity population (including First Nations, Inuit and Métis).

Summary of Provincial Priorities Indicator

Provincial Priority	Components of Indicator	Proportion of Indicator
Chronic Homelessness (67 per cent)	Low Income and Shelter	33.5 per cent
	Unemployment	33.5 per cent
Other Homelessness Priorities (33 per cent)	Indigenous Identity	16.5 per cent
	Youth	16.5 per cent

Reallocation of \$42 Million

Using a phased-in approach, the provincial priorities indicator will also be used to reallocate the \$42 million that was added permanently to CHPI in 2014-15. Over the next three fiscal years, this funding will be transitioned from the current allocation to reflect the new provincial priority indicator. One-third of the funding (\$14 million) will transition each year until 100 per cent of the \$42 million is allocated based on the new provincial priority indicator.

Through the reallocation of the \$42 million based on the new provincial priority indicator, several SMs would experience either a reduction or a negligible increase in funding compared to 2016-17 levels. To mitigate this impact, allocations have been adjusted for the next three years to ensure that all affected SMs receive a minimum of 1 per cent increase per year (3 per cent over three years).

CHPI Allocations Contingent on Budget Approvals

Please note that your CHPI funding allocations are contingent on provincial budget approvals. You will be notified if there are any changes to your CHPI allocations once we receive the approved provincial budget for each year.

Summary of CHPI Funding Allocations, 2017-2020

	2017-18	2018-19	2019-20
People Experiencing Homelessness			
Historic Program Spending	\$169.8M	\$169.8M	\$169.8M
People At-Risk of Homelessness			
Deep Core Housing Need	\$81.8M	\$81.8M	\$81.8M
Allocation of New Investment - Provincial Priorities Indicator	\$15M	\$30M	\$45M
Reallocation of \$42 Million			
Current Allocation (phase out)	\$28M	\$14M	\$0M
Reallocation based on Provincial Priorities Indicator (phase in)	\$14M	\$28M	\$42M
Total	\$308.7M	\$323.7M	\$338.7M

Note: total values for funding allocations do not equal individual values since individual values are independently rounded.

PROGRAM ADMINISTRATION FUNDING

SMs may use up to 10 per cent of their CHPI annual allocation for program administration costs.

Program administration costs may include:

- planning activities, including activities related to capacity assessment development and risk management planning
- research, consultations, professional services
- staffing for those involved in the planning and administration of CHPI
- training
- internal and administrative services (e.g. legal, human resources, etc.)

Program administration costs **do not** include:

- staff who directly deliver services to clients (this would be considered a program cost)
- capital expenditures (e.g. purchasing buildings or major equipment)
- administration costs not associated with CHPI.

SMs should ensure that program administration funds are used efficiently. SMs are required to include the amount of CHPI funding used for program administration in their investment plan and report back on the use of this funding in their mid-year, quarter 3, and year-end reports.

PROGRAM ADMINISTRATION FUNDING FOR HOMELESS ENUMERATION

The Housing Services Act, 2011 (HSA) was amended in December 2016 to provide that the Minister may direct SMs to conduct an enumeration of persons who are homeless in their service area in the times and in the form and manner directed by the minister. Local homeless enumeration, which is the measurement of the number of people experiencing homelessness over a specific period of time, will help SMs and the ministry better understand the scale and nature of homelessness across the province, as well as inform current and future policy and program design.

To assist with the costs of conducting enumeration in their service areas, the ministry has increased the program administration allotment to 15 per cent for the purposes of enumeration only. As such, SMs that elect to use CHPI funding for homeless enumeration can use up to 15 per cent of their total CHPI allocation for program administration **and** enumeration costs **combined**.

SMs that elect not to use their CHPI funding for enumeration can only use up to 10 per cent of their allocation for program administration. SMs cannot exceed 10 per cent on program administration costs, regardless of how much was spent on enumeration.

All SMs may use their CHPI program administration allotment for enumeration. Some SMs receive funding from other sources to enumerate in particular communities (e.g. Homelessness Partnering Strategy (HPS) funding). SMs that receive funding from other sources for enumeration are required to allocate those funds in those communities before using their CHPI funding for enumeration.

Eligible enumeration costs include:

- wages for local enumeration coordinator
- wages for coordinator(s) responsible for specific locations and/or communities (e.g., shelters, volunteers, Indigenous communities, etc.)
- data analysis
- items for enumeration participants (e.g., honorariums)
- enumeration supplies (e.g., pens, name tags, clipboards, first aid kits, etc.)
- advertising and recruitment (in local media, social media, etc.)
- volunteer training and materials
- printing of materials
- other administrative costs that support the implementation of homeless enumeration.

Enumeration costs **do not** include:

- administrative costs that do not support the implementation of homeless enumeration.

Reporting on CHPI Funding Used for Homeless Enumeration

SMs are required to include the amount of CHPI funding used for homeless enumeration in their investment plan.

SMs are required to report back to the ministry on funding used for homeless enumeration in their mid-year, quarter 3, and year-end reports.

INVESTMENT PLAN

SMs are required to submit an annual investment plan to the ministry. The ministry will review and approve investment plans from a financial and program perspective to ensure that the plans are in compliance with the Service Manager Service Agreement and CHPI Program Guidelines before an SM receives funding.

The investment plan requires SMs to forecast and outline how they anticipate spending their CHPI funds in the upcoming fiscal year, across all categories. The investment plan is due to the ministry on February 15th of each year, and must be approved by SMs' local Councils, District Social Services Administration Boards, or a delegated SM authority. The investment plan must include information on:

- the projected use of CHPI funding by service category for each quarter
- the types of services and activities that will be funded under CHPI
- information on risk management planning for CHPI
- information on homeless enumeration funded by CHPI, if applicable
- business cases for housing allowances and minor home repairs, if applicable
- local standards as required by the standards framework for Housing with Related Supports, if applicable (see Appendix B – Guide to Housing with Related Supports Service Category for more information)
- capacity assessment on CHPI (starting 2018-19).

When completing the investment plan and updates, SMs must provide the most accurate forecast and reflection of expenditures for the year. The investment plan should outline how funding allocations will be used for the year and subsequent updates should provide a forecast reflective of any variances from the initial plan. SMs are encouraged to consult with ministry representatives in developing their investment plans.

SMs will also be encouraged to discuss in their investment plan how they plan to shift efforts towards homelessness prevention rather than reliance on emergency shelter.

REPORTING

There are four reports related to funding that SMs are required to submit:

Report	Due Date	Description
Investment Plan	February 15	Due date to submit investment plan to the ministry, for the upcoming fiscal year (e.g. for the 2017-18 fiscal year, the investment plan would be due February 15, 2017 and would cover the period of April 1, 2017 to March 31, 2018)
Mid-Year Report	October 31	Due date for mid-year report, for the current fiscal year (e.g. for the 2017-18 fiscal year, the mid-year report would be due October 31, 2017 and would cover the period of April 1 to September 30, 2017)
Quarter 3 Report	January 31	Due date for quarter 3 report, for the current fiscal year (e.g. for the 2017-18 fiscal year, the quarter 3 report would be due January 31, 2018 and would cover the period October 1 to December 31, 2017)
Year-End Report	May 31	Due date to submit annual year-end report for the previous fiscal year (e.g. for the 2017-18 fiscal year, the year-end report would be due May 31, 2018 and would cover the period of April 1, 2017 to March 31, 2018)

The mid-year and quarter 3 reports require SMs to outline their actual expenses for the previous quarter(s), and re-forecast their remaining spending for the current fiscal year.

As noted above, SMs are required to complete a year-end report as part of their reporting to the ministry. In addition to confirming actual spending, the year-end report includes reporting on housing covered by the standards framework for Housing with Related Supports and a performance indicators section, which measure SMs' progress on addressing the two CHPI program outcomes.

Please note that SMs are required to submit all of these documents to the ministry using the Grants Ontario System. SMs can obtain support with the system via e-mail at AIMSupport@ontario.ca, or via phone at 416-585-7070 or 1-866-417-5399.

IN-YEAR ADJUSTMENTS AND VARIANCES

Under CHPI, SMs have the flexibility to choose the service categories in which they will use program funding, as long as both program outcomes are addressed. Following the submission of their investment plan, SMs may move funds within fiscal quarters and between service

categories throughout the fiscal year, provided that the changes are accurately reflected in the quarterly reports and detailed variance explanations are provided.

SMs are expected to identify any variance in their subsequent reports to the investment plan and provide a clear, detailed variance explanation, where applicable. Examples of acceptable variance explanations are listed below:

Variance Example	Variance Explanation Example
An SM moves Emergency Shelter Solutions funding to Q2, rather than expensing in Q4 as projected in their investment plan.	This funding has been moved to Q2 because of an increase in demand for programs and services funded through the Emergency Shelter Solutions category. This demand has been triggered by a sudden local economic downturn resulting in housing loss for many households.
An SM increases its Program Administration spending beyond projections in their investment plan (although still within the 10 per cent limit).	An additional part-time staff member was hired to work with local community agencies to build capacity and to plan programs and services.
An SM moves funds from Other Services and Supports across to Homelessness Prevention.	An unusually higher number of residents are in energy and rental arrears this year compared to historic trends. We are providing financial assistance to ensure that essential services are not terminated as a result of unpaid bills.

PAYMENTS

Payments will be based on SMs’ approved investment plans each year and will be advanced in four quarterly payments (April 1st, July 1st, October 1st, and January 1st).

SMs are required to provide the ministry with updated bank account information and notify the ministry of any changes.

RE-ALLOCATION OF FUNDS

The ministry, at its sole discretion, reserves the right to re-allocate CHPI funds to another SM in instances where an SM may not be able to fully use their annual allocation within a fiscal year.

After the end of quarter 3 of each fiscal year (December 31st), the ministry will review SMs’ progress in their investment plans against their annual allocation – to determine if there is likely

to be under-spent CHPI funds in an SM area. If it is determined that under-spending is likely to occur, funds may be reallocated to another SM area at this time.

YEAR-END RECONCILIATION

SMs are required to fully expense their annual allocations within each fiscal year. Funds which have not been spent shall be recovered by the province, and cannot be carried-over into the next fiscal year.

SMs are required to submit a year-end financial report to the ministry by May 31st of each year, outlining actual expenditures for the prior fiscal year (April 1st to March 31st). If an SM does not fully use a previous year's allocation, this under-spending will result in a deduction in payments in the next fiscal year. For example:

- If an SM is allocated \$1 million in 2017-18 and spends only \$900,000 in that year, the \$100,000 in under spending will be deducted from a quarterly payment in the 2018-19 fiscal year.

STACKING

As part of the flexibility under the program, SMs are permitted to stack existing programs with CHPI funding or align funding from other programs with CHPI to improve services for clients and to better use existing resources.

Existing programs / funding may include, but are not limited to:

- SMs' additional investments in homelessness programs
- funding from the ministry for other initiatives, including Investment in Affordable Housing Extension
- funding from the Ministry of Health and Long-Term Care
- federal funding through the Homelessness Partnering Strategy.

FRENCH LANGUAGE SERVICES

SMs providing a service to the public in connection with CHPI and that have an office (including the offices of sub-contractors) located in or serving an area designated in the Schedule to the French Language Services Act (FLSA) must:

- Ensure services are provided in French
- Make it known to the public (through signs, notices, other information on services, and initiation of communications in French) that services provided to and communications with the public in connection with CHPI are available in French.

SMs are required to complete and submit a French Language Services Report to the ministry confirming their continued compliance with the French language services requirements, by May 31st of each year.

A template for the French Language Services Report, and a list of designated Service Manager areas, can be found in Appendix A.

RISK MANAGEMENT

Completing a risk assessment and implementing a risk management plan are effective best practices in managing and implementing programs. The province is committed to ensuring risk management planning is incorporated into policies, operations and program delivery. It is within this context that SMs are required to report on their planning to identify, manage and mitigate any risk that could have an impact on meeting CHPI program outcomes.

As a guiding principle, “risk” is defined as anything that has a probability of occurring, and could have an impact on achieving CHPI outcomes. A risk may have one or more causes and, if it occurs, one or more impacts, resulting in multiple issues.

Starting in 2017-18, SMs will be asked to include information in their initial investment plan on Risk Management planning for CHPI. SMs will be asked to list any identified risks and potential strategies that have been implemented to mitigate these risks. This process will help ensure effective mitigation and monitoring mechanisms are implemented to achieve the program outcomes.

CAPACITY ASSESSMENT AND DEVELOPMENT

New investments in CHPI will require SMs to ensure they have the local capacity to:

- fulfill a leadership role in the homelessness prevention system to plan, transform, manage and evaluate the local homelessness service system
- ensure the delivery of evidence and outcome based homelessness prevention programs
- manage CHPI funds effectively by demonstrating fiscal responsibility, value for money and accepted financial management practices
- report on outcomes and demonstrate performance in meeting CHPI outcomes.

The ministry intends to develop capacity assessment tools to assist SMs in capacity development planning, to self-identify their capacity to deliver CHPI, and to achieve the program outcomes. Examples of capacity development planning may include: training and education, human resource development, succession planning, risk management, knowledge transfer and adopting best practices.

Starting in 2018-19, SMs will be asked to report to the ministry on their capacity to deliver CHPI in the investment plan. This includes SM’s internal capacity as well as the capacity of third party agencies to achieve the objectives and outcomes of CHPI. If an SM elects to use a third party agency to deliver a CHPI funded program or service, SMs must ensure that the agency has the capacity to meet these expectations and monitor the progress of their work.

SMs that demonstrate high capacity are encouraged to share their expertise with other SMs. SMs who demonstrate medium or low capacity will report to the ministry on how they intend on developing capacity to successfully deliver CHPI.

SERVICE CATEGORIES AND ELIGIBLE USE OF FUNDING

Under CHPI, SMs have the flexibility to use funding for any of the following four service categories:

1. Emergency Shelter Solutions
2. Housing with Related Supports
3. Other Services and Supports
4. Homelessness Prevention.

The four service categories capture services and activities designed to meet the needs of households who are:

- Experiencing homelessness
- At-risk of homelessness.

While SMs have the flexibility to set their own eligibility criteria for these services based on local need, SMs are encouraged to consider program planning around the four provincial homelessness priorities: chronic homelessness, youth, Indigenous persons, and homelessness following transitions from provincially-funded institutions and service systems.

Emergency Shelter Solutions

Emergency shelter solutions include services and supports that provide relief or protect households / people who are experiencing homelessness.

Emergency shelter solutions are expected to operate from a Housing First and people-centred approach. It is also expected that there will be an eventual shift from reliance on emergency shelter solutions to preventative services.

Housing with Related Supports

The Housing with Related Supports service category includes activities such as providing operating funding for long-term and transitional housing, as well as supports related to the delivery of that housing. Long-term housing is housing that is safe and adequate, and available for the longer term. Transitional housing is housing that is provided for less than one year, which includes the provision of on-site or off-site support services to help individuals move towards independence and self-sufficiency.

Examples of long-term and transitional housing may include:

- apartments
- houses/rooms in houses
- boarding and lodging homes
- congregate living situations, where residents have their own room and share common facilities
- housing with supports attached.

The Housing with Related Supports service category includes a standards framework that is applicable to certain types of housing with supports. The standards framework applies when CHPI is used to fund:

- long-term housing that was previously funded under the former Domiciliary Hostel Program
- a housing provider to deliver both long-term housing and on-site daily supports and services to its tenants
 - Examples of on-site daily supports and services may include providing tenants with meals, laundry and cleaning services, assistance with personal care and medication.
 - Other support services may also be provided.

SMs that elect to use CHPI funds for housing that is covered by the standards framework must develop local standards that meet the requirements under the framework and provide the ministry with a copy of these standards once approved by local Councils or Boards (see Appendix B - Guide to Housing with Related Supports Service Category for more information.)

Other Services and Supports

Under this service category, various services and supports are provided to assist vulnerable or at risk clients with immediate relief or support in obtaining housing (e.g. street and housing outreach, case management, securing and retaining housing/shelter, discharge planning from provincial institutions, wrap-around services, etc.).

Homelessness Prevention

This service category includes services that assist households at risk of homelessness to retain their housing (such as landlord outreach and mediation, shelter diversion programs, emergency financial assistance in the form of payment of rental and/or utilities arrears).

Please also note that SMs are not required to fund activities under all four categories, since there may not be a need for all types of services in every community. However, SMs must ensure they are meeting both outcomes of CHPI. Please see Appendix C - Service Category Examples for more information on activities and services that fall under each category.

Services NOT Eligible Under CHPI

The following services / activities are not eligible to be funded under CHPI:

- capital expenditures, which include:
 - new construction and/or conversions of buildings
 - major repairs and renovations
 - retrofits
 - buying land
 - purchasing buildings
- the construction, repair, and renovation of new and existing social and affordable housing and emergency shelters
- ongoing housing allowances and rent supplements
- services that do not directly support people who are experiencing homeless or at risk of homelessness.

Business Cases for Housing Allowances and Minor Home Repairs

CHPI funds can be used for short term housing allowances and minor home repairs, in order to end or prevent homelessness in certain circumstances. All other possible funding sources, including the Investment in Affordable Housing Extension and Social Infrastructure Fund, must be explored and exhausted before CHPI funds can be considered for a housing allowance or minor home repair.

To ensure that these activities are consistent with CHPI Program Guidelines and overall policy framework for CHPI, a business case must be provided each year in the initial investment plan. The business case must provide a clear rationale for funding the housing allowance or minor home repair. Housing allowances and minor home repairs must also be recorded as part of CHPI performance indicators.

The business case must include:

- information on the activity the SM would like to provide and how it will end or prevent homelessness in their community
- a description of the clients the activities will assist
- a description of how the activities will meet one or both of the two program outcomes
- the period of time the activity will cover (for housing allowances)
- a transition plan (for housing allowances) to explain how a recipient will be able to stabilize housing once the housing allowance ends.

CHPI funding must only be used to fund housing allowances where:

- clients are currently homeless or at-risk of homelessness

- funds would not be used to add to an existing program or to assist in-situ tenants who are already housed and not at risk
- funds would only be used for a short-term period and reflect a reasonable period of time needed to stabilize a client who is homeless or at risk of homelessness
- clients are not in receipt of a rent-geared-to-income (RGI) rent subsidy or living in rental accommodations that are geared to their income.

SMs are also strongly encouraged to provide “wrap around” services that offer housing allowances with support services to enhance the opportunity for households to stabilize their housing situation.

CHPI funding must only be used to fund minor home repairs where:

- clients assisted are at-risk of homelessness
- the repair is minor in nature, necessary to maintain the safety of the home and the health of its residents and be regarded as an emergency.

For more information about business cases for housing allowances and minor home repairs, see Appendix D - Sample Business Cases for Housing Allowances and Minor Home Repairs.

PERFORMANCE INDICATORS

As outlined in CHPI Performance Indicators Reporting Guide (Appendix E), the performance indicators are quantitative data measures that need to be collected, tracked, and tabulated by SMs (as well as their community agencies contracted to deliver CHPI programs and services). The performance indicators are as follows:

Outcomes	Performance Indicators
Outcome 1 – People experiencing homelessness obtain and retain housing	1.1 Unsheltered/Provisionally Accommodated to Transitional Housing
	1.2 Unsheltered/Provisionally Accommodated to Long-term Housing
	1.3 Emergency Shelter to Transitional Housing
	1.4 Emergency Shelter to Long-term Housing
	1.5 Services and Supports – Households Experiencing Homelessness
Outcome 2 - People at risk of homelessness remain housed	2.1 Transitional housing to Long-term Housing
	2.2 Housing Loss Prevention
	2.3 Housing Retention
	2.4 Services and Supports – Households At-Risk of Homelessness
Standalone Performance Indicator	
3. Emergency Shelter Use	

Please note that SMs are required to submit all of these documents to the ministry using the Grants Ontario System. SMs can obtain support with the System via e-mail at AIMSupport@ontario.ca, or via phone at 416-585-7070 or 1-866-417-5399.

For further information regarding CHPI, please contact your local Municipal Services Office (MSO). Contact information for each office can be found in Appendix F - Ministry Contacts.

GLOSSARY

Term	Explanation
At risk of homelessness	Refers to households who are not homeless, but whose current economic and/or housing situation is precarious and/or does not meet public health, or safety standards.
Chronic Homelessness	Refers to people, often with disabling conditions (e.g., chronic physical or mental illness, substance abuse problems), who are currently homeless and have been homeless for six months or more in the past year (i.e., have spent more than 180 cumulative nights in a shelter or place not fit for human habitation).
Deep Core Housing Need	A household is said to be in DCHN if its housing falls below at least one of the adequacy, affordability or suitability, standards and it would have to spend 50 per cent or more of its total before-tax income to pay the median rent of alternative local housing that is acceptable (meets all three housing standards).
Emergency Shelter	<p>A facility designed to meet the immediate needs of people who are homeless.</p> <p>Emergency shelters may target specific sub-populations, including women, families, youth or Indigenous persons. These shelters typically have minimal eligibility criteria, may offer shared sleeping facilities and amenities, and may expect clients to leave in the morning. They may offer food, clothing or other services.</p> <p>This would include hotel and motel stays, where no emergency shelters exist or in overflow situations.</p> <p>This does not include extreme weather shelters, such as Out of the Cold programs and crash beds.</p>
Fiscal Year	Provincial fiscal year that spans from April 1 st of one year to March 31 st of the following year.

Homelessness	The situation of an individual or family without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.
Household	A households may consist of a family group, a couple, or of a person living alone.
Long-Term housing	Housing that is provided to clients for a long period of time, beyond one year. Includes: market rental, co-op housing, subsidized housing, group homes, housing formerly known as domiciliary hostels, supportive housing, ownership housing, etc.
Provisionally Accommodated	Refers to those who are homeless and whose accommodation is temporary or lacks security of tenure. Provisional accommodations may include: staying with friends/acquaintances, correctional institutions, hospitals, residential treatment, etc. This does not include emergency shelters, group homes, retirement homes, long-term care homes, and crown ward facilities.
Transitional Housing	Supportive, yet temporary, type of accommodation that is meant to bridge the gap from homelessness to permanent housing by offering structure, supervision, support, life skills, education, etc.
Unsheltered	Living on the street or in places not intended for human habitation.
Youth	Persons aged between 16 and 25 years old.

APPENDIX A – FRENCH LANGUAGE SERVICES REPORT AND DESIGNATED AREAS

FRENCH LANGUAGE SERVICES REPORT

Please complete and submit this report, including Schedule A, on an annual basis by May 31st of each year.

Service Manager:

Service Manager address:

Service Manager contact:

Name:

Number:

Email:

This report is to confirm that the _____ [Service Manager name] is providing services under the Community Homelessness Prevention Initiative (CHPI) of the Ministry of Housing and has an office(s) located in or serving an area designated in the Schedule to the French Language Services Act (“FLSA”).

The _____ [Service Manager name] confirms that it is:

- a. Providing CHPI services to the public in French in all of its offices (including the offices of sub-contractors) located in or serving an area designated in the Schedule to the FLSA as described in Schedule A; and,
- b. Making it known to the public, including by way of signs, notices, other information on services, and initiation of communications in French, that services provided to and communications with the public in connection with CHPI are available in French.

I declare that the above information is true and complete.

Service Manager signature

Name:

Title:

I have the authority to bind _____ [Service Manager name]

Dated at _____ this _____ day of _____, 20__.

SCHEDULE A

As a Service Manager providing services under CHPI and having offices (including the offices of sub-contractors) located in or serving an area designated in the Schedule to the FLSA, please complete the section below. A list of designated areas can be found in Schedule B.

Service Manager Name:

Name of Designated Area(s):

Description of Services:

Please select all items that apply to the services you are providing under CHPI in an office (or the office of a sub-contractor) that is located in or services a designated area.

- Signage and visibility of available services in French
- Over-the-counter services are available in French
- Written correspondence and telephone service are available in French
- Translation of written material produced for public use is available in French
- Other _____ [please specify].

Please list any services or locations in designated areas where these French language services are not being provided. Please explain.

SCHEDULE B: LIST OF DESIGNATED AREAS UNDER THE FRENCH LANGUAGE SERVICES ACT

Service Manager	Designated Area(s)
City of Toronto	All
Regional Municipality of Peel	City of Mississauga; City of Brampton
Regional Municipality of York	City of Markham (services available by July 1, 2018)
County of Simcoe	Town of Penetanguishene; Townships of Tiny and Essa
City of Cornwall	County of Glengarry; Township of Winchester; County of Stormont
City of Kingston	City of Kingston
City of Ottawa	All
United Counties of Prescott and Russell	County of Prescott; County of Russell
County of Renfrew	City of Pembroke; Townships of Stafford and Westmeath
Municipality of Chatham-Kent	Town of Tilbury; Townships of Dover and Tilbury East
City of Hamilton	All of the City of Hamilton as it exists on December 31, 2000
City of London	City of London
Regional Municipality of Niagara	City of Port Colborne; City of Welland
City of Windsor	City of Windsor; Towns of Belle River and Tecumseh; Townships of Anderdon, Colchester North, Maidstone, Sandwich South, Sandwich West, Tilbury North, Tilbury West and Rochester
Algoma District Services Administration Board	District of Algoma
Cochrane District Social Services Administration Board	All
City of Greater Sudbury	All
Manitoulin-Sudbury District Services Board	District of Sudbury
District of Nipissing Social Services Administration Board	District of Nipissing
District of Parry Sound Social Services Administration Board	Municipality of Callander
District of Sault Ste. Marie Social Services Administration Board	The part of the District of Algoma that is part of the district for the District of Sault Ste. Marie Social Services Administration Board
District of Timiskaming Social Services Administration Board	All
Kenora District Services Board	Township of Ignace
District of Thunder Bay Social Services Administration Board	Towns of Geraldton, Longlac and Marathon; Townships of Manitouwadge, Beardmore, Nakina and Terrace Bay

APPENDIX B – GUIDE TO HOUSING WITH RELATED SUPPORTS SERVICE CATEGORY

INTRODUCTION

In January 2013, the Ministry of Municipal Affairs and Housing launched the Community Homelessness Prevention Initiative (CHPI). The responsibility for CHPI was transferred to the Ministry of Housing (ministry) in August 2016. CHPI aims to prevent and end homelessness by improving access to adequate, suitable and affordable housing that is linked to flexible support services based on peoples' needs.

Under CHPI, SMs have the flexibility to use funding for services and activities in any of the following four services categories:

1. Emergency Shelter Solutions
2. Housing with Related Supports
3. Other Services and Supports
4. Homelessness Prevention

The Housing with Related Supports category includes a standards framework outlined in this guide that applies to certain types of housing with supports. The framework requires that SMs develop local standards under eight provincial categories and that SMs implement a monthly allowance for tenants.

SMs that elect to use CHPI funds for housing that is covered by the framework must meet the requirements under the framework including developing local standards.

The purpose of this guide is to provide details on the Housing with Related Supports service category and to assist SMs with implementation of the standards framework at the local level.

THE HOUSING WITH RELATED SUPPORTS SERVICE CATEGORY

The Housing with Related Supports service category includes activities such as providing operating funding for long-term and transitional housing, as well as supports related to the delivery of that housing. Long-term housing is housing that is safe and adequate, and available in the longer term. Transitional housing is housing that is provided for less than one year, which includes the provision of on-site or off-site support services to help individuals move towards independence and self-sufficiency. Examples of long-term and transitional housing may include:

- houses/rooms in houses
- apartments
- boarding and lodging homes
- housing with supports attached.

PURPOSE OF THE STANDARDS FRAMEWORK

The purpose of the standards framework is two-fold:

1. to provide protection for vulnerable tenants who reside in long-term housing where tenants are dependent on the on-site daily supports and services delivered by the housing provider
2. to provide continued flexibility for SMs in the delivery of community-based housing solutions that address homelessness and those at risk of experiencing homelessness.

APPLICATION OF THE HOUSING WITH RELATED SUPPORTS STANDARDS FRAMEWORK

When Does the Standards Framework Apply?

SMs that choose to use CHPI funding for housing that was previously funded under the former Domiciliary Hostel Program must comply with the standards framework.

The Standards Framework also applies when CHPI funding is used for other long-term housing with supports that meets the following description:

- CHPI funding provided to a housing provider to deliver both long-term housing and on-site daily supports and services to its tenants.
 - Examples of on-site daily supports and services may include providing tenants with meals, laundry and cleaning services, assistance with personal care and medication
 - Other support services may also be provided

When Does the Standards Framework Not Apply?

The Standards Framework does not apply when CHPI funding is used for the following:

- housing allowances or rent supplements
- programs or initiatives that provide rent supplements or housing allowances for clients with separate support services (e.g. case management or housing advocacy services provided by a community or housing agency)
- support services only (e.g. funding to community agencies or housing providers to provide support services only, such as case management, advocacy, drop-in support programs, food programs etc.)
- transitional housing beds or programs.

MONTHLY ALLOWANCE FOR PERSONAL USE

Under the standards framework, there is a requirement that tenants living in housing with supports where the standards framework applies have a minimum amount of money for personal use. This amount is referred to as a monthly allowance. There is a provincial

category requiring that SMs establish standards for the management of the monthly allowance (see Schedule A).

The amount of the monthly allowance must be no less than the amount for personal needs set out in paragraph 1 of section 32(1) of Ontario Regulation 222/98 (General) under the *Ontario Disability Support Program Act, 1997* (see <https://www.ontario.ca/laws/regulation/980222#BK35> for more information.)

If during the year, the amount for personal needs changes under the regulation, there must be a corresponding change made to the tenant's monthly allowance effective April 1 of the following fiscal year.

The tenant must either receive or retain no less than the minimum monthly amount of money for personal use. The allowance must be in the form of a monetary amount (not in-kind).

The ministry encourages SMs to set out the requirement for a monthly allowance in their agreement with the housing provider.

DEVELOPING LOCAL STANDARDS

SMs that fund housing where the standards framework applies, as described above, must develop local standards for the delivery of that housing.

The standards framework includes eight broad provincial categories for which local standards are required. These eight provincial categories are described in Schedule A to this Guide.

In addition, the ministry requests that SMs consider certain health and safety recommendations when developing their local standards under these eight provincial categories. These recommendations are set out in paragraphs one to nine of the [Verdict of Coroner's Jury from the inquest into the death of Aron James Firman](#).

SMs may choose to develop additional standards that go beyond the eight provincial categories set out in the Standards Framework. SMs may also apply their local standards to other types of housing with related supports, beyond what is being required by the ministry.

APPROVAL OF LOCAL STANDARDS

SMs must have their local standards approved by Council or by a delegated SM authority.

IMPLEMENTATION OF LOCAL STANDARDS

Accountability

SMs are accountable to the province for developing local standards under the eight provincial categories and reporting to the province on these standards.

Submission of Local Standards to the Ministry

SMs are required to submit a copy of their approved local standards to the ministry prior to using CHPI funding for housing covered by the framework. The ministry will review the approved local standards, and if necessary, work with the SM to ensure local standards meet the requirements under the standards framework.

Local standards may be submitted to the ministry with the investment plan, CHPI mid-year or quarter 3 reports, or at any time during the fiscal year.

If an SM submits their approved local standards to the ministry at the time of submitting their investment plan in February, the SM must identify that they plan to fund housing covered by the standards framework in the Proposed Plan section of their investment plan.

If an SM decides to fund housing covered under the framework at a later date (after submitting their investment plan), they must notify the ministry – either in a CHPI report or through written correspondence – that they plan to do so and are required to submit their approved local standards to the ministry at that time.

SMs are required to have their local standards in place prior to using CHPI funding for housing covered by the new framework.

Reporting

SMs using CHPI funding for housing covered by the standards framework will be required to report on such housing in their CHPI year-end reports, which are due to the ministry by May 31 of each year.

CHPI Year-End Report sets out reporting required from the SM which includes:

- The names and addresses of the housing providers that received CHPI funding and are covered by the standards framework.
- For each of the housing providers covered by the standards framework:
 - number of spaces/beds that are receiving/received CHPI funding
 - average length of stay
 - type of client/tenant group
 - amount of monthly allowance provided to tenants.

Moving Forward with Housing with Related Supports

As SMs move forward in developing and implementing housing with supports under CHPI Program Guidelines, the ministry encourages consideration of best practices in this area.

Research identifies that best practice approaches to housing with supports include fostering a level of independence and social inclusion for all vulnerable adults. Research has demonstrated the importance of tailoring supports for each tenant according to their individual needs.⁴ Housing stability is more likely to occur when individuals are supported with appropriate levels of assistance in daily living and are provided access to other relevant rehabilitation, treatment and support services in the community.⁵

Historically, some housing with supports programs have been developed based on a custodial model of care. Custodial housing can be described as a service model that provides the same services to all tenants in the same manner, regardless of the level of ability and/or independence of the individual. A fixed range of services may mean, for example, that tenants may be prevented from cooking and cleaning for themselves, which can in some cases result in tenants receiving services that they do not need. This type of housing with supports is focused on care and dependency rather than recovery and independence for clients.

SMs are encouraged to design housing with supports programs and services that move away from custodial models, to approaches that are recovery-oriented and provide access to supports and services that foster independence and social inclusion.

4 See Community Support and Research Unit. (2012) From this point forward: Ending custodial housing for people with mental illness in Canada. Toronto, Ontario, Canada: Centre for Addiction and Mental Health.

5 See Turning the Key: Assessing Housing and Related Supports for Persons Living with Mental Health Problems and Illness. (2013) Canadian Mental Health Commission.

SCHEDULE A - PROVINCIAL CATEGORIES

The Standards Framework sets out eight broad provincial categories for which local standards are required:

1. **Eligibility:** SMs must establish standards that define the tenant eligibility criteria and the intake process.
2. **Staffing:** SMs must establish standards for the minimum qualifications of staff and volunteers, staff/volunteer levels, staff/volunteer conduct and staff/volunteer training.
3. **Insurance and Monitoring:** SMs must establish standards for insurance coverage and standards for regular monitoring of the housing provider to ensure compliance with local standards.
4. **Conflict Resolution, Complaints Processes and Reporting:** SMs must establish standards for conflict resolution and complaint processes, and for the reporting of serious incidents.
5. **Rights and Responsibilities:** SMs must establish standards for tenant and landlord rights and responsibilities, including tenancy agreements, tenant confidentiality and privacy, and management of tenant files and other documentation.
6. **Physical Safety, Health and Well-being of Tenants:** SMs must establish standards for tenants' physical health, safety and well-being, including medication storage and/or management.
7. **Provision of, or Access to, Activities and Support Services:** SMs must establish standards for the provision of, or access to, activities and support services for tenants (both within the housing and the community).
8. **Monthly Allowance for Personal Use:** SMs must establish standards for the management of the monthly allowance for personal use for tenants.

APPENDIX C – SERVICE CATEGORY EXAMPLES

EXAMPLES OF ELIGIBLE ACTIVITIES

There may be instances where some activities may be provided under more than one service category. For example, medical supports can be provided, both, to clients accessing housing supports (Housing with Related Supports) and to clients accessing outreach services (under Other Services and Supports).

EMERGENCY SHELTER SOLUTIONS

Emergency Shelter Solutions could include, but are not limited to:

- a 'safe' bed offered in a variety of settings (e.g., emergency shelters and hotels)
- necessary basic needs (e.g., food, clothing, blankets, hygiene items and other essentials)
- support services (transportation from street to shelter, outreach services, assistance with securing shelter).

HOUSING WITH RELATED SUPPORTS

Housing support services could include, but are not limited to:

- housing allowance, supplement or subsidy
- assistance with obtaining long-term or transitional housing
- household set-up assistance (e.g., transportation, furniture, provision of first/last month rent, utility deposits and hook-up fees, storage costs if other means are unavailable)
- on-site or off-site support staff.

Assistance with daily living and life skills supports for clients receiving housing supports could include, but are not limited to:

- provision of basic furnishings, meals, nutrition and grocery shopping
- household tasks
- daily self-care and personal hygiene
- budgeting and bill paying
- laundry assistance, household cleaning/maintenance - if required
- visiting and telephone assurance
- transportation assistance.

Supports related to medical needs and well-being for clients receiving housing supports could include, but are not limited to:

- harm reduction and substance use assessment, support, treatment and withdrawal services
- crisis intervention and prevention services
- mental health/illness and substance use supports and services, supports related to recovery
- dual diagnosis and fetal alcohol supports
- medication assistance and medical care
- pest and bed bug control/management, de-cluttering/emergency cleaning and maintenance
- furniture replacement due to pest infestation, fire, flood or uncontrollable damage
- information and referrals to other required support services
- formal linkages and protocols with community and hospital based mental health services and substance abuse services
- counselling.

Supports related to community inclusion and increased independence for clients receiving housing supports could include, but are not limited to:

- employment supports, placement and training
- education, learning and leadership opportunities
- family re-unification
- peer support
- co-ordination and integration with other services and organizations.

OTHER SERVICES AND SUPPORTS

Outreach services could include, but are not limited to:

- street/community and housing outreach
- case management
- transportation and/or transportation fares
- food and beverages
- blankets, clothing/footwear and personal hygiene items

- landlord mediation/assistance
- assistance with applying for and replacing identification
- discharge planning from institutions (e.g., children's aid, justice system, medical and related system)
- drop-in centres
- information and referrals
- family support services
- co-ordination and integration with other services and organizations.

Supports related to medical needs and well-being could include, but are not limited to:

- harm reduction and substance use assessment, support, treatment and withdrawal services
- crisis prevention and intervention services
- mental health/illness and substance use supports and services, supports related to recovery
- dual diagnosis and fetal alcohol supports
- medication assistance and medical care
- pest and bed bug control/management, de-cluttering/emergency cleaning and maintenance
- furniture replacement due to pest infestation, fire, flood or uncontrollable damage
- information and referrals to other required support services
- formal linkages and protocols with community and hospital based mental health services and substance abuse services
- counselling.

HOMELESSNESS PREVENTION

Homelessness prevention services could include, but are not limited to:

- eviction prevention including landlord outreach and mediation
- financial assistance for emergency needs, rental or utilities arrears (or to prevent arrears on emergency basis)
- short term payment of rent to prevent eviction due to incarceration, hospitalization, unemployment if no other assistance is available

- assistance to secure and retain housing (e.g. re-housing)
- assistance with budgeting, bill paying, banking, pay-direct to the landlord and financial trusteeship.

Other homelessness prevention activities could include, but are not limited to:

- provision of basic necessities like food
- legal support and justice redirection
- employment supports, placement and training
- information and referrals
- coordination and integration with other services and organizations, including formal linkages and protocols.

APPENDIX D – SAMPLE BUSINESS CASES FOR HOUSING ALLOWANCES AND MINOR HOME REPAIRS

USE OF CHPI FUNDS FOR HOUSING ALLOWANCES – TEMPLATE FOR SUBMISSION OF BUSINESS CASE

CHPI funds can be used for housing allowances in certain circumstances. To ensure that these activities are consistent with CHPI Program Guidelines and overall policy framework for CHPI, a rationale for using CHPI funds for such activities needs to be provided. This rationale, or the business case, must answer the following:

1. Description of the nature/intention of the activity. Please explain how the activity meets one or both of the two program outcomes.
2. Description of the clients assisted. Provide details as to how the housing allowances will assist someone with obtaining or retaining a home or prevent the individual from being evicted from a home.
3. Housing allowances are intended to be short-term and must reflect a reasonable period of time that is needed to stabilize a client who is homeless or at risk of homelessness. Please indicate the time period for which the housing allowance will be given.
4. Please provide the amount of funding that will be dedicated to the activity.
5. Please confirm that housing allowances under CHPI will not be used to add to an existing program or to assist any in-situ tenants who are already housed and not at risk.
6. Please confirm that the clients to be assisted will not be in receipt of a rent-geared-to-income (RGI) rent subsidy or will not be living in rental accommodations geared to income.
7. Provide details of the other sources of funding available for housing allowance programs that were explored and why these funds could not be accessed.
8. Any other information / details that you think will assist the ministry in considering the business case.

Please note, all business cases for housing allowances must be completed and submitted using the fillable form in Grants Ontario System.

USE OF CHPI FUNDS FOR MINOR HOME REPAIRS – TEMPLATE FOR SUBMISSION OF BUSINESS CASE

CHPI funds can be used for minor home repairs in certain circumstances. To ensure that these activities are consistent with CHPI Program Guidelines and overall policy framework for CHPI, a rationale for using CHPI funds for such activities needs to be provided. This rationale, or the business case, must answer the following:

1. Description of the nature/intention of the activity. Please explain how the activity meets one or both of the two program outcomes.
2. Description of the clients assisted. Your description should include:
 - Details as to why the home repairs can be regarded as arising out of an emergency and necessary to maintain the safety of the home and the health of residents
 - How the clients assisted were prevented from being rendered homeless.
3. Explain why the repairs can be considered minor in nature.
4. Please provide the amount of funding that will be dedicated to the activity.
5. Provide details of other available sources of funding explored to meet the repair costs and why these funds could not be accessed.
6. Any other information / details that you think will assist the ministry in considering the business case.

Please note, all business cases for minor home repairs must be completed and submitted by using the fillable form in Grants Ontario System.

APPENDIX E – CHPI PERFORMANCE INDICATORS REPORTING GUIDE

INTRODUCTION

The CHPI Performance Indicators Reporting Guide is a technical guide for SMs who are responsible for reporting and collecting CHPI information. This guide provides instructions on collecting and reporting data throughout the reporting period to the Ministry of Housing and helps facilitate consistency in the collection of the information across the province. For the purposes of CHPI reporting, the reporting period is defined as the twelve month period from April 1st to March 31st.

Changes may be made to this guide from time to time in order to reflect the advice of Service Managers (SMs) and sector best practices. Any changes will be communicated to SMs.

CHPI PERFORMANCE INDICATORS

CHPI Performance Indicators are outlined in the table below:

Outcomes	Performance Indicators
Outcome 1 – People experiencing homelessness obtain and retain housing	1.3 Unsheltered/Provisionally Accommodated to Transitional Housing
	1.4 Unsheltered/Provisionally Accommodated to Long-term Housing
	1.3 Emergency Shelter to Transitional Housing
	1.4 Emergency Shelter to Long-term Housing
	1.5 Services and Supports – Households Experiencing Homelessness
Outcome 2 - People at risk of homelessness remain housed	2.1 Transitional housing to Long-term Housing
	2.2 Housing Loss Prevention
	2.3 Housing Retention
	2.4 Services and Supports – Households At-Risk of Homelessness
Standalone Performance Indicator	
3. Emergency Shelter Use	

DATA COLLECTION AND REPORTING

SMs are required to report on the performance indicators in their CHPI year-end reports.

SMs should only report on outcomes achieved with provincial CHPI funding. If a Service Manager or service provider receives multiple sources of funding, the provincial outcomes should be relative to the level of provincial CHPI funding. Please note that this does not apply to the Details of Shelter Use data.

As noted in the descriptions for each of the indicators, the same household may be counted more than once under the reporting scheme depending on the type and number of services or supports received.

SMs are required to use the Grants Ontario System (GOS) to submit their CHPI year-end report.

For assistance or questions regarding the Grants Ontario System, please contact the Grants Ontario – AIMS Support Desk at AIMSupport@ontario.ca or by telephone at 416-585-7070 or 1-866-417-5399 (toll-free).

OUTCOME #1: People experiencing homelessness obtain and retain housing

Description: The indicators that measure Outcome 1 are intended to capture the number of households experiencing homelessness who were supported in obtaining housing (i.e. moving people into more stable housing).

Performance Indicator	Description
1.1 Unsheltered & Provisionally Accommodated to Transitional Housing	
<p>Number of households that have moved from being unsheltered and/or provisionally accommodated to transitional housing.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of times a household <u>has moved</u> from a previous accommodation that is NOT an emergency shelter to transitional housing during the reporting period. • These households may be referred to as unsheltered and/or provisionally accommodated. • Households captured in this indicator may be coming from the following types of previous accommodation: <ul style="list-style-type: none"> • correctional facility • hospital – medical & psychiatric • unsheltered: makeshift/street, vehicle, campsite, public space, squatting • staying with friends, family, strangers • residential treatment for children/youth. <p>Where there are multiple members of a household, the household would count as one (1).</p> <ul style="list-style-type: none"> • A household that experiences multiple transitions in a reporting period may be counted multiple times under this indicator. A household counted under this indicator may also be counted under other indicators. <p><u>Examples:</u></p> <ul style="list-style-type: none"> • An individual living on the street moves into a transitional housing facility. This would be counted as one (1) under this indicator. • The same individual ends up back on the street and moves to a different transitional housing facility during the reporting period. This would be counted again as one (1) under the same indicator.

Performance Indicator	Description
1.2 Unsheltered & Provisionally Accommodated to Long-Term Housing	
<p>Number of households that have moved from being unsheltered and/or provisionally accommodated to long-term housing.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households <u>that have moved</u> from a previous accommodation that is NOT an emergency shelter to long-term housing during the reporting period. • These households may be referred to as unsheltered and/or provisionally accommodated. • Households captured in this indicator may be coming from the following types of previous accommodation: <ul style="list-style-type: none"> • correctional facility • hospital – medical & psychiatric • unsheltered: makeshift/street, vehicle, campsite, public space, squatting • staying with friends, family, strangers • residential treatment for children/youth. • Where there are multiple members of a household, the household would count as one (1). • A household that experiences multiple transitions in a reporting period may be counted multiple times under this indicator. • A household counted under this indicator may also be counted under other indicators. <ul style="list-style-type: none"> ○ If the household retains the housing for a period of over six (6) months within the reporting period, they would also be counted again under indicator 2.3 Housing Retention. <p><u>Example:</u></p> <ul style="list-style-type: none"> • A person who is staying with friends is supported to move directly into long-term housing. This would be counted as one (1) under this indicator.

Performance Indicator	Description
1.3 Emergency Shelter to Transitional Housing	
<p>Number of households that have moved from emergency shelter to transitional housing.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households <u>that have moved</u> from an emergency shelter to transitional housing during the reporting period. • Where there are multiple members of a household, the household would count as one (1). • A household that experiences multiple transitions in a reporting period may be counted multiple times under this measure. • A household counted under this indicator may also be counted under other indicators. <ul style="list-style-type: none"> ○ If the household retains their housing for a period of over six (6) months they would be counted again under indicator 2.3 Housing Retention. <p><u>Examples:</u></p> <ul style="list-style-type: none"> • A household currently being provided with emergency shelter is moved into a transitional housing facility. This would be counted as one (1) under this indicator. • The same household ends up back in an emergency shelter and moves to a different transitional housing facility during the reporting period. This would be counted again as one (1) under the same indicator.

Performance Indicator	Description
1.4 Emergency Shelter to Long-Term Housing	
<p>Number of households that have moved from emergency shelter to long-term housing.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households <u>that have moved</u> from emergency shelter to long-term housing during the reporting period. • Where there are multiple members of a household, the household would count as one (1). • A household that experiences multiple transitions in a reporting period may be counted multiple times under this indicator. • A household counted under this indicator may also be counted under other indicators. <ul style="list-style-type: none"> ○ If the household retains their housing for a period of over six (6) months they would be counted again under indicator 2.3 Housing Retention. <p><u>Example:</u></p> <ul style="list-style-type: none"> ○ A household of four currently being provided with emergency shelter is moved to a private market rental unit. This would be counted as one (1) under this indicator.

1.5 Services and Supports – Households Experiencing Homelessness

- This indicator includes an overall measure of the total number of households experiencing homelessness that received services and supports.
- This indicator also includes sub-indicators that measure the number of households that received specific types of services and supports under two categories: Housing Assistance and Case Management.
- SMs are required to report on the number of households for the overall measure and on the number of households that received services and supports under the categories of Housing Assistance and Case Management.

- Households counted under the overall measure should also be counted under the Housing Assistance and Case Management categories.
- Households may be counted under several sub-indicators if they received different types of services and supports.

Performance Indicator	Description
1.5 Services and Supports – Households Experiencing Homelessness	
<p>Number of households experiencing homelessness that received services and supports that are not related to the provision of accommodation but contribute to a positive change in housing status.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households experiencing homelessness that received services and supports not captured in another indicator during the reporting period. • These services and supports should not be related to the provision of accommodation and may not necessarily directly lead to supporting a household in finding or retaining housing. • Households that received services provided as part of accommodation (e.g. meals or housing help provided in emergency shelters to residents of that shelter) should not be counted under this indicator. • Where there are multiple members of a household, the household would count as one (1).

Services & Supports	Sub-Indicator	Description
Housing Assistance (HA)		Provision of brief, short-term services
HA1- Outreach/Referrals	Number of households that received services for Outreach and/or Referrals.	Provision of outreach and referral services. Examples include: referrals to community services, income assistance, and extreme weather shelters.
HA2 - Obtaining Housing	Number of households that received services for Obtaining Housing.	Provision of assistance to obtain housing. Examples include: housing search assistance, utility/rent deposits
HA3 - Education	Number of households that received services for Education.	Provision of education services to assist with obtaining housing. Examples include: budgeting skills, tenant rights, life skills training
HA4 - Practical Assistance	Number of households that received services for Practical Assistance.	Provision of practical assistance to obtain housing. Examples include: identification clinics, provision of clothing, food, household supplies, emergency funds for moving, and transportation.

Services & Supports	Sub-Indicator	Description
Case Management (CM)		Provision of assistance that is regular and/or ongoing, or mid to long-term depending on level of need and vulnerability. Screening tools and/or comprehensive clinical assessment tools may be utilized to determine vulnerability and level of service (e.g. VAT, SPADAT).
CM1 - Case Management Level 1	Number of households that received services under the Case Management Level 1.	Provision of assistance to households with low-moderate acuity of need. > 1:20 staff-participant ratio; ongoing case management; brokerage services, life skills training, system navigation services.
CM2 - Case Management Level 2	Number of households that received services under the Case Management Level 2.	Assistance to households with moderate-high acuity of need, such as people with serious and persistent mental illness. 1:20 staff-participant ratio; evidence-based practice with standards. Utilization of screening tools and/or comprehensive clinical assessment tools to determine vulnerability and level of service.
CM3 - Case Management Level 3	Number of households that received services under the Case Management Level 3.	Provision of assistance to households with high acuity of need with serious and persistent mental illness and/or addictions. 1:10 staff-participant ratio; evidence-based practice with standards. Utilization of screening tools and/or comprehensive clinical assessment tools to determine vulnerability and level of service.

OUTCOME #2: People at risk of homelessness remain housed

Description: The indicators that measure Outcome 2 are intended to capture interventions aimed at housing loss prevention, housing retention and re-housing of households at risk of homelessness.

Performance Indicator	Description
2.1 Transitional Housing to Long-Term Housing	
<p>Number of households that have moved from transitional housing into long-term housing.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households that have moved from transitional housing to long-term housing during the reporting period. • Where there are multiple members of a household, the household would count as one (1). • A household counted under this indicator may also be counted under other indicators. <ul style="list-style-type: none"> ○ If the household retains the housing for a period of over six (6) months they would be counted under indicator 2.3 Housing Retention. <p><u>Example:</u></p> <ul style="list-style-type: none"> • A single individual residing in a transitional housing unit moves into a rent-geared-to-income unit. This would be counted as one (1) under this measure.

Performance Indicator	Description
2.2 Housing Loss Prevention	
<p>Number of households at-risk of homelessness that are stabilized (includes eviction prevention services, assistance with rental and energy arrears).</p>	<ul style="list-style-type: none"> • This indicator intends to capture households at-risk of homelessness that have received assistance which allows them to stay in their housing during the reporting period. • Where there are multiple members of a household, the household would count as one (1). • A household counted under this indicator may also be counted under other indicators. • A household that experiences multiple instances of assistance in a reporting period may be counted multiple times under this indicator. <p><u>Examples:</u></p> <ul style="list-style-type: none"> • A household is provided with legal or dispute resolution assistance in order to avoid eviction. This would be counted as one (1) under this indicator. • A household receives assistance with energy arrears in April and is provided with assistance for rental arrears in September. This household would be counted as two (2) under this indicator.

Performance Indicator	Description
2.3 Housing Retention	
<p>Number of households that have retained their long-term housing for a minimum of 6 months and continue to receive a subsidy and/or supports through CHPI</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households who are successfully retaining long-term housing and receiving ongoing subsidy and/or supports through CHPI during the reporting period. • Where there are multiple members of a household, the household would count as one (1). • Households must have maintained their housing for a period of six months before being counted under this indicator. <u>They may be counted only once (1) per reporting period under this measure.</u> <p><u>Examples:</u></p> <ul style="list-style-type: none"> ○ If in June of a given year, a household moves from transitional housing to long-term housing, it should be captured under Indicator 2.1 above. ○ If the household then stays in this housing for six (6) months or more within the same reporting period, they would be captured again as one (1) under this indicator. ○ If in the following year, the household continues to be successfully housed by the program, it would be counted as one (1) under this indicator in that year (new reporting period).

2.4 Services and Supports – Households At-Risk of Homelessness

- This indicator includes an overall measure of the total number of households at-risk of homelessness that received services and supports.
- This indicator also includes sub-indicators that measure the number of households that received specific types of services and supports under two categories: Housing Assistance and Case Management.
- SMs are required to report on the number of households for the overall measure and on the number of households that received services and supports under the Housing Assistance and Case Management categories.
- Households counted under the overall measure should also be counted under the Housing Assistance and Case Management categories.
- Households may be counted under several sub-indicators if they received different types of services and supports.

Performance Indicator	Description
2.4 Services and Supports – Households at-risk of Homelessness	
<p>Number of households at-risk of homelessness that receive services and supports that are not related to the provision of accommodation, but contribute to housing loss prevention, housing retention and re-housing.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households at-risk of homelessness that receive services and supports that are not captured in another indicator during the reporting period. • This indicator intends to capture households at-risk of homelessness that receive services and supports that contribute to housing loss prevention, housing retention and re-housing. • Households reported under this indicator should be receiving services that are not related to the provision of accommodation. The services received may not directly lead to supporting a household in retaining housing. • Households receiving supports provided as part of the housing unit should not be included under this indicator (i.e. supportive housing). • Households receiving services (meals, housing help, etc.) provided as part of accommodation (former domiciliary hostels, etc.) should not be counted under this indicator. • Where there are multiple members of a household, the household would count as one (1).

Supports & Services	Sub-Indicator	Description
Housing Assistance (HA)		Provision of brief, short-term services.
HA1 - Referrals	Number of households that received services and supports under Referrals.	Provision of referral services. Examples include: referrals to community services, and income assistance.
HA2 - Education	Number of households that received services and supports under Education.	Provision of education services to assist with maintaining housing. Examples include: budgeting skills, tenant rights, life skills training.
HA3 - Practical Assistance	Number of households that received services and supports under Practical Assistance.	Provision of practical assistance to maintain housing. Does not include funding for rental and energy arrears. Examples include: identification clinics, provision of clothing, and household supplies.

Supports & Services	Sub-Indicator	Description
Case Management (CM)		Provision of assistance that is regular and/or ongoing, mid-term to long-term depending on level of need and vulnerability. Screening tools and/or comprehensive clinical assessment tools may be utilized to determine vulnerability and level of service (e.g. VAT, SPADAT).
CM Level 1	Number of households that received services and supports under Case Management Level 1.	Provision of assistance to households with low-moderate acuity of need so they can remain housed (> 1:20 staff-participant ratio, ongoing case management, brokerage services, life skills training, system navigation services).
CM Level 2	Number of households that received services and supports under Case Management Level 2.	Provision of assistance to households with moderate-high acuity of need , such as people with serious and persistent mental illness so they can remain housed (1:20 staff-participant ratio, evidence-based practice with standards, utilization of screening tools and/or comprehensive clinical assessment tools to determine vulnerability and level of service).
CM Level 3	Number of households that received services and supports under the Case Management Level 3.	Provision of assistance to households with high acuity of need with serious and persistent mental illness and/or addictions so they can remain housed (1:10 staff-participant ratio, evidence based practice with standards, utilization of screening tools and/or comprehensive clinical assessment tools to determine vulnerability and level of service).

EMERGENCY SHELTER USE INDICATOR

Description:

- The Emergency Shelter Use Indicator is a standalone indicator intended to collect data on emergency shelter use under CHPI.
- This indicator includes an overall measure of the total number of households that stayed in an emergency shelter during a fiscal year. This indicator also includes additional details of the shelter use that support the overall measure.
- This indicator does not track unique households. Every household is counted every time they stay in an emergency shelter. OPTIONAL: SMs that would also like to report on unique households have the option to include this data when reporting under the Emergency Shelter Use indicator.
- Please use this indicator to track motel stays if you are a Service Manager that uses motel vouchers or motel stays for emergency shelter.
- If a Service Manager or service provider receives multiple sources of funding for emergency shelters, the data reported to the ministry should be relative to the level of provincial CHPI funding. **Please note that this rule applies only to the overall measure for the Emergency Shelter Use Indicator and not the Details of Shelter Use.**
- The ministry is interested in collecting this data to gather more information on emergency shelter use funded by CHPI and will use this information to inform future policy and program development. The ministry intends to share this data with SMs.

Emergency Shelter Use - Overall Measure

Performance Indicator	Description
3. Emergency Shelter Use	
<p>Number of households that stayed in an emergency shelter.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households that have stayed in an emergency shelter during the reporting period • Where there are multiple members of a household, the household would count as one (1). • A household that experiences multiple transitions in a reporting period may be counted multiple times under this indicator. This indicator does not track unique households. • OPTIONAL: Service Managers that would also like to report on unique households have the option to include this data when reporting under this indicator. • A household counted under this indicator may also be counted under other indicators if during the reporting period the household moves to other forms of housing or receives services captured under another indicator. • If a Service Manager or service provider receives multiple sources of funding for emergency shelters, the data reported to the ministry should be relative to the level of provincial CHPI funding. • Emergency Shelter Use data may be available through the federal Homeless Individuals and Families Information System (HIFIS). <p><u>Example:</u></p> <ul style="list-style-type: none"> • A family of four is provided with emergency shelter for three nights. This would be counted as one (1) under this measure.

Emergency Shelter Use - Details of Shelter Use

Note: SMs are not required to prorate Details of Shelter Use data to be relative to the level of provincial funding.

Details of Shelter Use	Description
a) Average Length of Stay	<ul style="list-style-type: none"> • Average length a household stays in an emergency shelter during the reporting period. • Average length of stay is to be tracked separately for three types of shelters: <ul style="list-style-type: none"> • general/adult shelters • family shelters • youth shelters. • Average length of stay is defined as the total number of nights all households spend in a shelter divided by the total number of household admissions. • The overall average length of stay for each type of shelter is to be reported to the ministry for each fiscal year.
b) Average Occupancy Rate of a shelter	<ul style="list-style-type: none"> • Average occupancy rate (percentage) of emergency shelters during the reporting period. • Average occupancy rate is to be tracked separately for three types of shelters: <ul style="list-style-type: none"> • general/adult shelters • family shelters • youth shelters. • Average occupancy rate is defined as the total number of emergency shelter spaces (beds) occupied divided by the number of total shelter beds in emergency shelters in SM area multiplied by number of days in a fiscal year (365 or 366 in a leap year). • The average occupancy rate for each type of shelter is to be reported to the ministry for each fiscal year.

Details of Shelter Use	Description
<p>c) Number of households that were referred to overflow shelters</p>	<ul style="list-style-type: none"> • This detail of shelter use is intended to capture the number of households that were referred to an overflow shelter due to an emergency shelter being at full capacity during the reporting period. • Where there are multiple members of a household, the household would count as one (1).
<p>d) Number of households by type of client accessing a shelter</p>	<ul style="list-style-type: none"> • This detail of shelter use is intended to capture the total number of households by client type (where possible or self-identified) that access a shelter during the reporting period. • Client types include: <ul style="list-style-type: none"> • women • men • households with children (under 16) • youth (16-25) • Indigenous • LGBTTQ • seniors • veterans • victims of family violence • recent immigrants • refugees • people of colour/racialized persons • other (please specify) • client type not indicated. • For each client type, the number of households would be entered. • For households that identify with more than one client type, please select all that apply.

Details of Shelter Use	Description
e) Previous accommodation	<ul style="list-style-type: none"> • This detail of shelter use is intended to capture where households are coming from when entering a shelter. • Types of previous accommodation include: <ul style="list-style-type: none"> • correctional facility • hospital (medical & psychiatric) • unsheltered (makeshift/street, vehicle, campsite, public space, squatting) • staying with friends, family, strangers • emergency shelter • transitional housing • residential care facility • foster care • alcohol/drug recovery facility • supportive housing • rental housing – market • subsidized / social housing • ownership housing • other (please specify).

ILLUSTRATIVE EXAMPLES

- 1) Nik will be evicted from his home unless he receives assistance to pay his outstanding rental arrears. Through CHPI funding, the SM provides Nik with financial support for payment of his arrears and also provides him with financial counselling services.

Report outcomes as follows:

- count (1) for payment of arrears under 2.2 Housing Loss Prevention
- count (1) for credit/financial counseling services under the overall measure for 2.4 Services and Supports – Households At-Risk of Homelessness
- count (1) for credit/financial counseling services under the sub-indicator of Housing Assistance, Education (HA2) under 2.4 Services and Supports – Households At-Risk of Homelessness.

- 2) Sandra is experiencing homelessness. During the month of September, Sandra spends 15 consecutive nights in an emergency shelter. At some point in September, Sandra leaves the emergency shelter. During this time, she visited a local drop-in centre once where she was provided employment support and help with obtaining identification. In early October, Sandra was assisted with obtaining transitional housing through CHPI funding.

Report outcomes as follows:

- count (1) for emergency accommodation under the Emergency Shelter Use Indicator
- count (1) for obtaining transitional housing under 1.1 Unsheltered & Provisionally Accommodated to Transitional Housing
- count (1) for employment services and obtaining identification under the overall measure for 1.5 Services and Support - Households Experiencing Homelessness
- count (1) for employment services under Housing Assistance, Education (HA2) under 1.5 Services and Supports - Households Experiencing Homelessness
- count (1) for obtaining identification under Housing Assistance, Practical Assistance (HA4) under 1.5 Services and Supports - Households Experiencing Homelessness.

- 3) Tarek is at-risk of homelessness. After losing his job, he is living in an unaffordable rental unit. During the month of December, he is provided with assistance with his rental arrears and meets with an employment support worker.

Report outcomes as follows:

- count (1) for rental arrears under 2.2 Housing Loss Prevention
- count (1) for employment support worker under the overall measure for 2.4 Services and Supports - Households At-Risk of Homelessness
- count (1) for employment support worker under Housing Assistance, Education (HA2) under 2.4 Services and Supports - Households At-Risk of Homelessness.

DATA DEFINITIONS

Term	Definition
At-Risk of Homelessness	Refers to households who are not homeless, but whose current economic and/or housing situation is precarious and/or does not meet public health, or safety standards.
Average Length of Stay	Total number of nights all households spend in a shelter divided by the Total number of household admissions.
Average Occupancy Rate	Total number of emergency shelter spaces (beds) occupied divided by Number of total shelter beds in emergency shelters in Service Manager area multiplied by number of days in a fiscal year (365 or 366 in a leap year).
Emergency Shelter	<p>A facility designed to meet the immediate needs of people who are homeless. Emergency shelters may target specific sub-populations, including women, families, youth or Aboriginal persons. These shelters typically have minimal eligibility criteria, may offer shared sleeping facilities and amenities, and may expect clients to leave in the morning. They may offer food, clothing or other services.</p> <p>This would include hotel and motel stays, where no emergency shelters exist or in overflow situations.</p> <p>This does not include extreme weather shelters, such as Out of the Cold programs and crash beds.</p>
Homelessness	The situation of an individual or family without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.
Household	A household may consist of a family group, a couple, or of a person living alone.
LGBTTQ	Refers to people who identify as lesbian, gay, bisexual, transgender, two-spirit, questioning, and queer.

Term	Definition
Long-Term Housing	<p>Housing that is provided to clients for a long period of time, beyond one year. Includes: market rental, co-op housing, subsidized housing, group homes, housing formerly known as domiciliary hostels, supportive housing, ownership housing, etc.</p> <p>This does not include transitional housing.</p>
Provisionally Accommodated	<p>Refers to those who are homeless and whose accommodation is temporary or lacks security of tenure.</p> <p>Provisional accommodations may include: staying with friends/acquaintances, correctional institutions, hospitals, residential treatment, etc.</p> <p>This does not include emergency shelters, group homes, retirement homes, long-term care homes, and crown ward facilities.</p>
Recent Immigrants	Persons who have settled in Canada less than 5 years ago.
Refugees	Includes government-assisted refugees, privately sponsored refugees, refugees landed in Canada and refugee dependants.
Reporting Period	Refers to a 12 month period representing the fiscal year from April 1 st to March 31 st .
Seniors	Persons aged 65 years and older.
Transitional Housing	Supportive, yet temporary type of accommodation that is meant to bridge the gap from homelessness to permanent housing by offering structure, supervision, support, life skills, education, etc.
Unsheltered	Living on the street or in places not intended for human habitation.
Veteran	Any former member of the Canadian Armed Forces who successfully underwent basic training and is honourably released.
Youth	Persons aged between 16 and 25 years old.

APPENDIX F – MINISTRY CONTACTS

Municipal Services Office – Central

777 Bay Street 13th Floor
Toronto, ON, M5G 2E5
General Inquiry: 416-585-6226
Toll Free: 1-800-668-0230
Fax: 416-585-6882

Contact: Ian Russell, Team Lead, Regional Housing Services
Tel: 416-585-6965
Email: ian.russell@ontario.ca

Serving: Durham, Halton, Muskoka, Peel, Simcoe, York

Municipal Services Office – Eastern

8 Estate Lane, Rockwood House
Kingston, ON, K7M 9A8
General Inquiry: 613-545-2100
Toll Free: 1-800-267-9438
Fax: 613-548-6822

Contact: Mila Kolokolnikova, Team Lead, Regional Housing Services
Tel: 613-545-2123
Email: mila.kolokolnikova@ontario.ca

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Municipal Services Office – Western

659 Exeter Road, 2nd Floor
London, ON, N6E 1L3
General Inquiry: 519-873-4020
Toll Free: 1-800-265-4736
Fax: 519-873-4018

Contact: Tony Brutto, Team Lead, Regional Housing Services
Tel: 519-873-4032
Email: tony.brutto@ontario.ca

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Municipal Services Office – Northeastern

159 Cedar Street, Suite 401
Sudbury, ON, P3E 6A5
General Inquiry: 705-564-0120
Toll Free: 1-800-461-1193
Fax: 705-564-6863

Contact: Cindy Couillard, Team Lead, Regional Housing Services
Tel: 705-564-6808
Email: cindy.couillard@ontario.ca

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Municipal Services Office – Northwestern

435 James Street, Suite 223
Thunder Bay, ON, P7E 6S7
General Inquiry: 807-475-1651
Toll Free: 1-800-465-5027
Fax: 807-475-1196

Contact: Peter Boban, Team Lead, Regional Housing Services
Tel: 807-473-3017
Email: peter.boban@ontario.ca

Serving: Kenora, Rainy River, Thunder Bay

Housing Programs Branch - Toronto

777 Bay Street, 14th Floor
Toronto, ON, M5G 2E5
Fax: 416-585-7003

Contact: Walter Battello, Account Manager, Regional Services Delivery Unit
Tel: 416-585-6480
Email: walter.battello@ontario.ca

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