




Housing and Homelessness Plan - Opening Doors to Better Lives

Progress Report 2019




Strategic Direction 1
Encourage Effective Solutions to Address Homelessness

Goal 1.1 – Meet the need for emergency and crisis accommodation for transients and the homeless				Outcomes
Recommendations	Complete	In Progress\ Ongoing	Actions\Initiatives\Comments	
<p>1.1.1: In partnership with supporting advocacy groups, appeal to the federal and provincial governments to recognize the ongoing nature of homelessness and the need for the federal government to renew and enrich the Homelessness Partnership Strategy; and the province to provide new capital funding for shelters in addition to the funding provided through the Community Homelessness Prevention Initiative (CHPI).</p>	✓		<ul style="list-style-type: none"> Ontario Municipal Social Services Association (OMSSA) and Northern Ontario Service Deliverers Association (NOSDA) are advocating on an ongoing basis for a national strategy on affordable housing and homelessness that includes federal and provincial funding and flexibility for Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs): ADSAB continues to advocate for homelessness prevention initiatives through the OMSSA and NOSDA working groups. The National Housing Strategy (November 2017) includes an investment of \$2.2 billion to renew the Homelessness Partnering Strategy allowing more flexibility when creating housing solutions that fit the needs of ADSAB communities. The strategy also includes a plan to cut chronic homelessness by 50% in 10years. 	<p>Leveraged partnerships to meet identified needs</p>


<p>1.1.2: In partnership with supporting advocacy groups, advocate for the inclusion of shelters as eligible for funding under the next version of the Canada-Ontario Affordable Housing Program in Northern Ontario.</p>			<ul style="list-style-type: none"> • ADSAB continues to advocate for the inclusion of shelters as eligible for funding under future versions of the Canada-Ontario Affordable Housing Program. • ADSAB was a part of the NE Planning /Working group in the creation of the Wawa & Area Safe Bed program. ADSAB continues to look at other opportunities to create similar Safe Beds in other communities where feasible. 	
<p>1.1.3: In Partnership with the NE LHIN and other community agencies as appropriate, support the development of a 3-5 bed crisis shelter for men in Wawa.</p>			<ul style="list-style-type: none"> • The Wawa and Area Safe Bed program began in November 2017 by utilizing community/agency collaboration between Algoma Public Health, ADSAB, OPP, Victim Services and SSM Hospital Mobile Crisis to provide a new housing crisis bed. • ADSAB assisted with funding through CHPI 	<p>New Crisis bed housing</p>
<p>1.1.4: In the City of Elliot Lake support the development of a 3-5 bed shelter for men, a family shelter, and a 5-10 bed youth shelter.</p>			<ul style="list-style-type: none"> • ADSAB worked with the executive director of Maplegate House for Women to determine the need of a men’s shelter in Elliot Lake and the best way to move forward. • ADSAB further supported the initiative by allocating CHPI funds for the 2017 year • Provided funding information and referral when opportunities presented • Promoted and encouraged ADSAB participation in fundraising activities for the shelter 	<p>Leveraged partnerships, assets and resources to meet identified need</p>

1.1.5: In the Town of Blind River, support the development of a 3 bed shelter for transients and men in crisis.			<ul style="list-style-type: none"> No new or existing funding available. 	
1.1.6: In the Township of Dubreuilville, support the provision of a 1 bed shelter for women and a 1 bed shelter for men.	✓		<ul style="list-style-type: none"> Dubreuilville and transient population supported through the Wawa and Area Safe Bed program 	New Crisis Bed Housing Leveraged partnerships to meet need
1.1.7: In the Municipality of Huron Shores, support the provision of a 3 bed shelter for men with and without children.			<ul style="list-style-type: none"> No new or existing funding available. 	
1.1.8: Expedite the provision of stable housing for the homeless through the establishment of a priority category or urgent category for homeless people.		✓	<ul style="list-style-type: none"> ADSAB is in the process of finalizing a new policy for the waitlist for housing programs that will have special priorities including one for homeless. <ul style="list-style-type: none"> The Social Services Delivery Model was implemented in March 2017 Housing Services continues to work on updating policies and processes and examining best practices in other areas. Currently reviewing adding an additional priority category, which would include homelessness as a reason for consideration of special priority. 	

1.1.9: Examine the feasibility of using vacant units in the ADSAB owned housing portfolio for emergency or temporary housing.	✓		<ul style="list-style-type: none"> • ADSAB has reviewed the feasibility of utilizing vacant units for emergency or temporary housing and has determined that it is not a workable solution: • Extensive work and costs to be compliant with applicable legislation • Availability of vacant units does not match-up with need 	No Positive Outcome
Goal 1.2 - Ensure that households in need whether they are individuals or families, tenants or homeowners, do not lose their existing housing as a result of economic eviction				Outcomes
Recommendations	Complete	In Progress\ Ongoing	Actions	
1.2.1: The ADSAB advocate for at least the provincial average per capita funding for the Community Homelessness Prevention Initiative (CHPI).		✓	<ul style="list-style-type: none"> • CHPI funding allocation has stabilized and allocation amounts have been announced until 2020 	
1.2.2: The ADSAB, in conjunction with supporting advocacy groups, advocate for the inclusion of utility costs in any future allocation model for Canada-Ontario Affordable Housing Program funding.			<p><i>Note: The Investment in Affordable Housing for Ontario Program – 2014 Extension funding allocation has already been determined and announced by the Province in 2014.</i></p> <ul style="list-style-type: none"> • <i>The Province has indicated utility costs will be reconsidered in future Green Energy programs.</i> • CHPI funding allocation runs until 2020. 	


<p>1.2.3: The ADSAB develops a comprehensive eviction prevention program.</p>			<ul style="list-style-type: none"> • ADSAB has developed a comprehensive eviction program supported by policy and existing available funding including Board approved municipal funding. Implementing a comprehensive eviction program was made possible by the Provincial CHPI funding announcement for 2015/16 and 2016/17. 	<p>Fewer people risk homelessness</p>
<p>1.2.4: Continue to provide ad hoc support to OW clients for rent arrears and energy arrears as funding is available pending allocation of funding for a full eviction prevention program.</p>			<ul style="list-style-type: none"> • ADSAB provides ongoing support to social assistance clients and low-income clients through CHPI funds and information /referral to other subsidy or funding opportunities available to them. 	<p>Fewer people risk homelessness</p>
<p>1.2.5: In conjunction with other DSSAB service managers and supporting advocacy groups, appeal to the province and the Ontario Energy Board to mandate a greater level of support by northern electric utilities for low income households and, in partnership with DSSAB service managers, create a program that reflects the realities of living in Northern Ontario.</p> <ul style="list-style-type: none"> • Advocate for the ADSAB to be the delivery agent for energy programs funded in its service area 			<ul style="list-style-type: none"> • ADSAB is the Intake Agency for the Ontario Energy Support Program (OESP). • ADSAB is delivering the Low-income Energy Assistance Program (LEAP) for part of Algoma through a contract arrangement. • ADSAB continues to play a role as Intake Agency for the OESP and continues to provide LEAP to parts of Algoma on behalf of Algoma Power 	


Goal 1.3 – Support victims of domestic violence				Outcomes
Recommendations	Complete	In Progress\ Ongoing	Actions	
1.3.1: Actively support victims of domestic violence to ensure they have access to housing and support services			<ul style="list-style-type: none"> The Client Services Unit and the Housing Services Tenant Support Worker and Housing Services Coordinator are actively engaged with applicants and clients in the ADSAB’s one worker model. Information and referral is provided utilizing both internal and external supports. 	
1.3.2: Continue to quickly and efficiently process requests for housing under the Special Priority Policy.	✓		<ul style="list-style-type: none"> ADSAB housing has a full time Housing Services Coordinator responsible for all housing applications including SPP applications. The Housing Services Coordinator is well versed with the new SPP legislation and is trained to assist in the administration of the PHB-SPP ministry program so that Victims of Domestic Violence applying for housing have another option to applying for RGI. 	<p>Victims of domestic violence continue to have priority access to permanent housing</p> <p>Expanded housing options</p> <p>Reduced potential harm to families</p>



<p>1.3.3: Consider the development of a new program to provide more housing options for victims of domestic violence applying for subsidized housing under the Special Priority Policy using funds for victims of domestic violence announced in the 2013 Federal Budget.</p>			<ul style="list-style-type: none"> Algomia was not involved in the PHB-SPP pilot however is now playing its role under the PHB-SPP ministry program to provide applicants Portable Subsidy as an alternative support. 	<p>More housing options for victims of domestic violence</p> <p>Community integration and diversity</p>
<p>Other Supporting Actions to encourage effective solutions to address homelessness</p>				
<ul style="list-style-type: none"> ADSAB continues to provide the Algoma Shelter Top Up Program (ASTP) as a top up rental subsidy for eligible clients who can't afford their shelter costs. The ADSAB member municipalities fund the ASTP program. This is an effective tool to prevent homelessness by giving applicants access to supports that are not dependent on ADSAB's housing availability ADSAB continues to deliver the Community Rent Supplement – Direct Shelter Subsidy to eligible clients who are unable to afford their rent in the private market, again providing equal access to supports based on need regardless of housing tenure. ADSAB has reviewed and made changes to the Community Homelessness Prevention Initiative (CHPI) now named Algoma Shelter Assistance Program (ASAP) policy to provide additional supports for the homeless or at risk of homeless. 				


Strategic Direction 2
Promote Strong Communities and Strengthen Community Partnerships



Goal 2.1 – Increase the supply of affordable rental housing with and without supports				Outcomes
Recommendations	Complete	In Progress\ Ongoing	Actions	
2.1.1: Explore the feasibility of re-establishing or creating a housing corporation with full powers including the ability to borrow funds for the purpose of developing, owning and managing housing.	✓		<ul style="list-style-type: none"> • ADSAB has completed a review of the feasibility and need to re-establish or create a housing corporation and determined that it is not necessary: <ul style="list-style-type: none"> • DSSABs can borrow • ADSAB can re-visit this issue in the future should the need arise 	Greater understanding of the ADSAB’s borrowing powers
2.1.2: In collaboration with supporting advocacy groups, advocate for increased borrowing powers and/or financing options.	✓		<ul style="list-style-type: none"> • ADSAB has a legal opinion that supports a DSSAB’s ability to borrow and finance housing related projects. • NOSDA has a legal opinion that supports DSSABs having Natural Persons Powers and ability to borrow. • NOSDA has requested that the Province allow DSSABs to be eligible applicants under the Infrastructure Ontario Lending Program. 	Greater understanding of the ADSAB’s borrowing powers

<p>2.1.3: In collaboration with supporting advocacy groups, advocate for annualized multi-year program funding for new affordable housing projects.</p>			<ul style="list-style-type: none"> • Ontario Municipal Social Services Association (OMSSA) and Northern Ontario Service Deliverers Association (NOSDA) are advocating on an ongoing basis for a national strategy on affordable housing and homelessness that includes federal and provincial funding and flexibility for Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs): • OMSSA – HSC Position Paper – Building Sustainability in the Housing System (March 2015) • NOSDA Issues Paper (June 2015) 	<p>Housing issues in the north maintained in the foreground.</p>
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<p>2.1.4: In partnership with local municipalities, community groups, senior levels of government, the NE LHIN as appropriate, and building on identified opportunities to address local housing needs, the ADSAB will consider the potential for increasing the supply of affordable housing with or without support services as may be required based on a needs assessment.</p>			<ul style="list-style-type: none"> • Purchase of Algoma Residential Coop in Elliot Lake (2, 3 story buildings, 35-units, 1&2 bdms) • Purchase of Westwind Shores, previously known as PHARA (33 units, commercial and residential, 1&2 bdrms) • New construction in Echo Bay, (10 units, senior housing, 1&2 bdrms) • Acquisition of the Thessalon NP at 42 Algoma (10 Unit senior building, 1 bdrm) • Acquisition of the Michipicoten NP in Wawa (40 Units townhouses, 1, 2, 3,4 bdrms) • Acquisition of the Blind River NP in Blind River (25 units, senior building, 1 bdrm) • New construction in Richard's Landing, (12 units, senior housing, 1&2 bdrms) • Board approved new construction in Wawa (10 units, senior housing, 1 & 2 bdrms) • Possibility Homes (Township of Johnson) • ADSAB is continuing to work with prospective proponents to add affordable housing units where there is demonstrated need and funding available. 	<p>More housing options for individuals, seniors and families including housing with supports</p> <p>Local economic prosperity</p> <p>Continued engagement of non-profit housing sector to meet local housing needs</p>
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<p>2.1.5: In collaboration with the City of Elliot Lake, the ADSAB will consider the feasibility of adding more bachelor and one bedroom units and 4-5 bedroom units for larger families.</p>			<ul style="list-style-type: none"> • ADSAB continues to investigate the feasibility of developing one bedroom units in Elliot Lake through the Investment in Affordable Housing Program. 	
<p>2.1.6: In collaboration with the Municipality of Wawa, the NE LHIN, the non-profit sector and other community partners as appropriate, the ADSAB will:</p> <ul style="list-style-type: none"> • Consider the feasibility of developing 4-6 fully accessible supportive housing units for seniors and adults with disabilities. • Determine the feasibility of partnering with the hospital to provide personal support workers on an outreach basis. • Explore the feasibility of rehabilitating some of the existing stock to create good quality affordable rental housing. • Explore the feasibility of adding 10 units to property owned by Michipicoten Non-Profit Housing Corporation and the feasibility of developing 4-6 fully accessible supportive housing units for seniors and adults with disabilities. 			<ul style="list-style-type: none"> • ADSAB is working with community partners in Wawa to review housing issues and needs. • Board approved new construction in Wawa 2020 (10 units, senior housing, 1 & 2 bdrms). Completion set for early 2021 	

<p>2.1.7: The ADSAB will:</p> <ul style="list-style-type: none"> • Encourage municipalities in its service area to adopt a “Housing First” policy with regard to any lands that are surplus to municipal needs. • Encourage the establishment of a municipal Registry of Surplus Properties or a single electronic registry to be maintained by ADSAB for its service area. 				
<p>Goal 2.2 – Provide and maintain good quality affordable housing for homeowners</p>				
Recommendations	Complete	In Progress\ Ongoing	Actions	Outcomes
<p>2.2.1: The ADSAB, in conjunction with supporting advocacy groups, advocate for additional home repair funding over and above future allocations from the Canada-Ontario Affordable Housing Programs.</p>				
<p>2.2.2: The ADSAB, in conjunction with supporting advocacy groups, advocate for additional flexibility in the design of component parts of the next Investment in Affordable Housing for Ontario (IAH) program to make them more appropriate for a Northern Ontario context.</p>			<ul style="list-style-type: none"> • NOSDA continues to advocate for additional flexibility under the Investment in Affordable Housing Program: • NOSDA Position Paper – Long Term Affordable Housing Strategy Update (June 2015) 	<p>Housing issues in the north maintained in the foreground.</p>

<p>2.2.3: Design a new ADSAB Renovates program to assist home- owners with capital repairs.</p>			<ul style="list-style-type: none"> • ADSAB has discontinued the Ontario Renovates Program /Home- Owner Repair Program and has allocated all available funding under the Investment in Affordable Housing Program to the new builds in central Algoma 	<p>Negative outcome for homeowners</p> <p>More affordable housing options for renters</p>
<p>2.2.4: In partnership with member municipalities, the ADSAB share information with respect to any initiatives that would assist homeowners to defray operating costs such as those offered by utility companies.</p>			<ul style="list-style-type: none"> • ADSAB works with clients to ensure they are accessing any and all available energy support programs. • ADSAB has entered into a Service Agreement with the Ontario Energy Board to be an Intake Agency for the Ontario Energy Support Program (OESP). • ADSAB continues to administer the LEAP energy program on as per contract agreement with Algoma Power. 	<p>Increased awareness and access to programs</p>
<p>2.2.5: Support the increase in the supply of decent and affordable housing for homeowners.</p>				
<p>2.2.6: The ADSAB encourage local municipalities to amend their Official Plans to allow for the creation of additional units in existing single family homes and the creation of ancillary suites.</p>				

2.2.7: Redesign the homeowner program of the Investment in Affordable Housing for Ontario (IAH) program to include a repair component in addition to down payment assistance for first time buyers with priority given to repairs that increase energy efficiency of the units.	✓		<ul style="list-style-type: none"> The homeowner program is no longer available in Algoma 	Negative outcome for homeowners requiring assistance with repairs
Goal 2.3 – Support housing opportunities for Aboriginal people				
Recommendations	Complete	In Progress\ Ongoing	Actions	Outcomes
2.3.1: The ADSAB provide OAHSSC with assistance as may be required to expedite the development of housing for Aboriginal people.	✓		<ul style="list-style-type: none"> OAHSSC has received an allocation for the development of housing for Aboriginal people. 	<p>New affordable housing for Aboriginal people</p> <p>New partnership with Aboriginal housing providers</p>
2.3.2: Provide information to member municipalities on housing programs for Aboriginal people.				
Goal 2.4 – Develop an ongoing relationship with First Nations in the ADSAB service area to better serve residents of both communities				
Recommendations	Complete	In Progress\ Ongoing	Actions	Outcomes
2.4.1: Investigate the opportunity for partnerships with the First Nations.				
2.4.2: Promote the availability of on reserve support services for non-Aboriginal people.				


Goal 2.5 – Support economic development and partnering with local municipalities and agencies as appropriate				
Recommendations	Complete	In Progress\ Ongoing	Actions	Outcomes
2.5.1: Investigate opportunities for partnerships with communities and community agencies to improve local economies.				
Other supporting actions to promote strong communities and strengthen community partnerships				
<ul style="list-style-type: none"> ADSAB has expanded the ASAP policy to provide supports to community hubs and other community agencies 				Strong partnerships


Strategic Direction 3 – Sustain the Existing Social and Affordable Housing Portfolio


Goal 3.1 – Preserve and maintain the existing housing portfolio owned by the ADSAB				
Recommendations	Complete	In Progress\ Ongoing	Actions	Outcomes
3.1.1: Develop a long-term Financial and Capital Plan.		✓	<ul style="list-style-type: none"> ADSAB hired a Building Maintenance Supervisor who is responsible for annual and ongoing capital works planning 	
3.1.2: Ensure rehabilitation of existing properties is environmentally sustainable and properties are physically accessible.		✓	<ul style="list-style-type: none"> The Maintenance unit is responsible to uphold legislated and quality standards to ensure safe, well-maintained buildings and grounds tenant use. ADSAB continues to access energy efficiency programs.. 	



3.1.3: Research and develop best practices to reduce building maintenance costs.		✓	<ul style="list-style-type: none"> The Building Maintenance Supervisor, his unit and the housing team continue to review and update preventative maintenance plans to ensure buildings operate efficiently 	
Goal 3.2 – Enhance supports to applicants and tenants of ADSAB owned housing				
Recommendations	Complete	In Progress	Actions	Outcomes
3.2.1: Augment the community relations worker (CRW) function to better support tenants and provide effective linkages to social service agencies.	✓		<ul style="list-style-type: none"> Tenant Support Workers (previously CRW) positions have increased to 2 full time positions and are strategically located in Elliot Lake and Blind River in order to provide increased access throughout most of Algoma. 	<p>Improved client service</p> <p>Homelessness prevention</p> <p>Housing stability</p>
3.2.2: Develop a strategy to effectively manage the waiting list for subsidized housing.	✓		<ul style="list-style-type: none"> ADSAB implemented changes to waitlist management process including adding staff: <ul style="list-style-type: none"> Revised application (streamlined) Determining eligibility up-front (clean list) Coordinate the existing waitlist with new provincial programs such as COHB. Looking at the implementation of a new housing database to streamline current processes 	Improved client service and access to housing

<p>3.2.3: Undertake a housing satisfaction survey annually; and, of community agencies where appropriate.</p>		<p>✓</p>	<ul style="list-style-type: none"> • Part of Social Services Delivery Review (SEE Item 4.1.1). Will be implemented for all social programs. • Survey remains an activity for completion in the future 	
<p>Goal 3.3 – Effective administration and protection of the non-profit housing portfolio</p>				
<p>Recommendations</p>	<p>Complete</p>	<p>In Progress\ Ongoing</p>	<p>Actions</p>	

<p>3.3.1: Work with housing providers whose operating agreements will shortly expire to develop transition plan to full self-governance.</p>			<p>First operating agreement expired in 2018</p> <ul style="list-style-type: none"> • ADSAB is working with housing providers through the Operational Review process to ensure that there is adequate and effective Board Governance in place supported by Operational policies. • As a proactive measure, ADSAB met with all Non-Profit housing providers to examine existing future viability and sustainability after EOA. Available options to ensure ongoing viability, such as the possibility of transferring ownership to the ADSAB were provided along with an overview of the rationale and benefits for doing so • The Thessalon Non Profit Housing Corporation, Blind River Non-profit Housing Corp. and Michipicoten Non Profit Housing Corporation all transferred to ADSAB 	<p>Continued project viability beyond expiry of operating agreement</p> <p>Retention of the affordable housing supply in the public domain</p>
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<p>3.3.2: Encourage Urban Native housing providers to amalgamate or partner with OAHSSC to ensure the long-term viability and retention of the housing for Aboriginal people under Aboriginal control.</p>			<ul style="list-style-type: none"> • ADSAB has 2 Urban Native Housing Providers: <ul style="list-style-type: none"> • Penewobcong Native Non-Profit Homes Inc. has transferred its assets and obligations under the operating agreement to Ontario Aboriginal Housing Support Services Corporation (OAHSSC). • OAHSSC is now providing Property Management to Makawa Native Homes Inc. 	<p>Long term stability and viability of housing for indigenous people</p> <p>Culturally appropriate for indigenous people</p>
<p>3.3.3: Explore options to improve access to technical services for social housing providers.</p>				
<p>3.3.4: Undertake a Building Condition Assessment (BCA) and capital reserve fund study of all properties every five years and make a copy available to all housing providers for planning purposes. Prepare a Long-Term Capital Needs Strategy using BCA results to identify capital requirements and work with providers to address any capital shortfalls.</p>			<ul style="list-style-type: none"> • The Maintenance Supervisor will continue to conduct capital planning processes as required 	

<p>3.3.5: Advocate, in conjunction with supporting advocacy groups, for annualized federal and/or provincial funding to address the capital needs of the existing social housing portfolio.</p>			<ul style="list-style-type: none"> • Ontario Municipal Social Services Association (OMSSA) and Northern Ontario Service Deliverers Association (NOSDA) are advocating on an ongoing basis for a national strategy on affordable housing and homelessness that includes federal and provincial funding and flexibility for Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs): • OMSSA Position Paper – Long Term Affordable Housing Strategy Renewal (July 2015) • OMSSA – HSC Position Paper – Building Sustainability in the Housing System (March 2015) • NOSDA Position Paper – Long Term Affordable Housing Strategy (June 2015) • NOSDA Issues Book (June 2015) • Co-Investment Fund Construction Stream and Repair stream were announced as part of the National Housing Strategy 	
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<p>3.3.6: Encourage all housing providers to have a preventative maintenance plan in place.</p> <ul style="list-style-type: none"> Encourage housing providers to align their preventative maintenance plan to their capital plan. 			<ul style="list-style-type: none"> ADSAB has incorporated a recommendation that housing providers have a preventative maintenance plan in place into the Operating Review process: <ul style="list-style-type: none"> Information and templates are provided 	<p>Well maintained properties</p> <p>Increased useful life of building and components</p> <p>Lower costs</p> <p>Risk management</p>
<p>3.3.7: Develop protocols to manage the liability associated with obligations under the <i>Housing Services Act</i> and in the post mortgage maturity environment.</p>				
<p>3.3.8: Review the <i>Housing Services Act</i> and Regulations to identify areas of service manager flexibility under the new framework to manage the housing system in ADSAB's service area.</p>			<ul style="list-style-type: none"> Part of Social Services Delivery Review: <ul style="list-style-type: none"> All Social Programs (Integrated Approach) ADSAB is currently reviewing and updating HSA local rule policies and procedures. 	

Goal 3.4 – Build capacity and establish successful partnerships with non-profit housing providers				
Recommendations	Complete	In Progress	Actions	
3.4.1: Provide timely information on new program initiatives.			<ul style="list-style-type: none"> ADSAB remains in close contact with the Non Profit Housing providers, encourages membership with ONPHA and distributes information pertinent to them as required. 	
3.4.2: Strengthen Board governance and capacity in the non-profit sector.	✓		<ul style="list-style-type: none"> ADSAB has developed a comprehensive Governance Reference Manual for Non-Profit Social Housing Boards. Ongoing governance training and support will be provided by ADSAB to Non-Profit Social Housing Boards where governance issues are identified through the ADSAB operational review process. 	<p>Well run projects needing less staff intervention</p> <p>Strong and effective community-based housing boards</p> <p>Continuous engagement and support of non-profit housing sector</p> <p>Affordable housing options that exist will continue to be available in the future</p>
3.4.3: Regularize the governance structure of Thessalon Non-Profit Housing Corporation.	✓		<ul style="list-style-type: none"> Thessalon Non Profit Housing was transferred to ADSAB in June 2018 	<p>Viable and compliant community-based housing</p>

Goal 3.5 – Promote environmental sustainability and energy conservation measures				
Recommendations	Complete	In Progress\ Ongoing	Actions	
3.5.1: Provide information about energy conservation programs to housing providers, tenants and OW clients to maximize use of available financial assistance.	✓		<ul style="list-style-type: none"> Housing Providers receive information as part of normal communication process. ADSAB’s Client Service Workers and Tenant Support Workers provide clients and tenants information on new programs as they become available on a consistent basis 	Lower energy costs
3.5.2: Encourage housing providers to develop green plans for their properties.				
3.5.3: Include an energy audit component to the next cycle of Building Condition Assessments.				
3.5.4: Work with providers to explore the feasibility of converting from electricity to an alternate clean, cost-effective fuel.				
Other Supporting Actions				

Strategic Direction 4 – Provide for Efficient and Effective Access to Housing and Support Services

Goal 4.1 – Build on the current level of integration for the delivery of human services programs				
Recommendations	Complete	In Progress\ Ongoing	Actions	Outcomes
<p>4.1.1: The ADSAB will build on its current level of program integration to continue to improve the efficiency and effectiveness of the human services programs it delivers to better meet client needs.</p>	<p>✓</p>		<ul style="list-style-type: none"> • ADSAB has finalized its Social Services Delivery review to meet the following goals: <ul style="list-style-type: none"> • Better service to communities and community members served • Enhanced integration of social services • Improved utilization of resources • Accountability and transparency • Quality assurance • Enriching the staff experience • Key accomplishments: <ul style="list-style-type: none"> • New organizational structure • New Vision, Mission and Principles • Social Services branding • New and Updated Social Services Policies and Procedures • New and Updated Job Descriptions • New Social Services Delivery Model <ul style="list-style-type: none"> • Fully integrated approach for Social Services (Planning, Policy and Client Service) • The one worker Model (CSW) was fully implemented in March 2017 	<p>Improved integration of housing with other human services resulting in better outcomes for the people accessing services</p> <p>Improved efficiencies and effective utilization of resources</p>

<p>4.1.2: In partnership with advocacy and support organizations, advocate to remove policy and legislative barriers that prevent system wide planning for housing and support services.</p>			<ul style="list-style-type: none">• Ontario Municipal Social Services Association (OMSSA) and Northern Ontario Service Deliverers Association (NOSDA) are advocating on an ongoing basis for a national strategy on affordable housing and homelessness that includes federal and provincial funding and flexibility for Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs).	
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Goal 4.2 – Improve access to information about the programs delivered by the ADSAB including housing options, programs and supports				
Recommendations	Complete	In Progress\ Ongoing	Actions	
4.2.1: Establish a Help Service, available in both official languages, that provides information about where and how individuals can apply for services.		✓	<ul style="list-style-type: none"> • ADSAB has reviewed approaches to access program information and is implementing a new website developed for clients. • Part of Social Services Delivery Review. • The ADSAB public website was launched. Program information and applications are available to the public. • ADSAB participates and regularly updates its program information for the 211 Ontario information website. 	
4.2.2: Establish information sharing protocols with key stakeholders including the NE LHIN, MCSS, MOHLTC and other community agencies as appropriate.		✓	<ul style="list-style-type: none"> • ADSAB Client Services and Housing Services staff sit on several planning boards which includes members from most local service providers and share program information on a regular basis 	

<p>4.2.3: Hold annual forum to ensure service providers and community partners have the opportunity to meet, exchange ideas and information about needs and available local services.</p> <ul style="list-style-type: none"> Internal cross education to keep front line ADSAB staff informed on issues and new programs. 				
<p>Goal 4.3 – Promote a “no wrong door” approach to accessing services</p>				
<p>Recommendations</p>	<p>Complete</p>	<p>In Progress\ Ongoing</p>	<p>Actions</p>	
<p>4.3.1: In partnership with the NE LHIN, MCSS and community agencies, develop protocols and resources to help residents efficiently navigate the social and community services system to access the housing and support services they require.</p> <ul style="list-style-type: none"> Establish linkages with case managers from other agencies to case conference and “a warm hand off” to appropriate agencies so tenants obtain the assistance they require. 		<p>✓</p>	<p>ADSAB Client Services and Housing Services staff sit on several planning boards which includes members from most local service providers and share program information on a regular basis</p>	

Goal 4.4 – Support community based supportive housing solutions that enable residents to remain in their community of choice				
Recommendations	Complete	In Progress\ Ongoing	Actions	
4.4.1: The ADSAB, in partnership with the NE LHIN, investigate the development of a service delivery model that considers the unique challenges of the service area to improve access to support services.		✓	<ul style="list-style-type: none"> ADSAB Client Services and Housing Services staff sit on several planning boards which includes members from most local service providers and share program information on a regular basis 	
4.4.2: Seek funding to establish a program to train Ontario Work recipients and/or unemployed individuals who are interested in becoming personal support workers (PSWs).	✓		<ul style="list-style-type: none"> ADSAB funded and arranged a personal support worker program through the local community college that was delivered in Blind River to Ontario Works/ODSP recipients, low-income individuals and Aboriginals. ADSAB is working with community partners to deliver another personal support worker program 	<p>Economic development; reduced dependency on social assistance</p> <p>Seniors and people with disabilities have improved access to support services in their community of choice</p>
4.4.3: Build on existing community supports and housing opportunities to provide support services to residents in non-profit housing and the community at large.				
4.4.4: Develop a Quality Assurance program to ensure a high level of satisfaction with ADSAB services		✓	<ul style="list-style-type: none"> Part of Social Services Delivery Review (SEE Item 4.1.1) will be implemented for all social programs. <p>This activity will be reviewed in the future</p>	
Other Supporting Actions				