

Indigenous Supportive Housing Program (ISHP)
Operating Funding
Program Guidelines
April 2022

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Introduction

Supportive housing is widely recognized as being a key component to assisting people living with complex physical and mental health issues to achieve and maintain housing stability. When delivered appropriately, supportive housing is proven to prevent homelessness and to assist people with lived experience of homelessness to secure and maintain housing.

The Multi-Ministry Supportive Housing Initiative (MMSHI) is a joint initiative between three ministries – the Ministry of Municipal Affairs and Housing (MMAH), the Ministry of Health (MOH), and the Ministry of Children, Community and Social Services (MCCSS) – which together have 17 supportive housing programs (as of January 2022) assisting people with a wide range of needs.

These Indigenous Supportive Housing Program (ISHP) Program Guidelines are effective April 1, 2022 and may be updated or amended from time to time.

ISHP Eligible Criteria – Recipients

Under the ISHP Operating Funding, individuals in need must receive both support services and housing assistance – including those in social housing and other forms of government-assisted housing – at the time of entering the program. However, as individuals’ needs change, the level of housing assistance and supports may be appropriately adjusted.

Funding will be used to assist Indigenous recipients who fall within one or more of the Provincial priority homelessness areas:

- Indigenous peoples experiencing homelessness or at risk of homelessness
- Chronic homelessness;
- Youth homelessness;
- Homelessness following transitions from provincially-funded institutions and service systems (e.g., hospitals and prisons).

Operating funding is to be used to provide housing assistance and/or support services to help eligible Indigenous recipients obtain and retain stable housing. As ISHP strives to prevent chronic homelessness and support recipients to remain stably housed over time, the Province is open to housing assistance being provided for a variety of housing models that best meet recipients’ needs, including transitional and/or dedicated supportive housing.

As recipients’ needs may change over time, Service Providers (SPs) are encouraged to ensure that housing assistance and support services continue as long as they are needed by recipients.

All supportive housing programs funded under the ISHP must adhere to applicable laws including the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario Human Rights Code.

SPs must carry out a needs assessment with prospective recipients prior to providing assistance, to ensure that the services to be offered meet recipients’ level and type of needs. Periodical re-assessments of recipients’ needs are required.

Stacking – ISHP Operating Funding

SPs are permitted to use operating funding to expand the housing subsidies and support services being provided to existing affordable and social housing units (e.g., stacking). These units include: rent-gear-to-income units, affordable units built under previous and current affordable housing programs, and units administered by non-profit housing providers.

ISHP Service Categories

Housing Assistance Service Category

This service category covers the use of operating funding to support people in obtaining and retaining housing through on-going rent supplements or housing allowances.

Housing Assistance Eligible Expenses

- Long-term housing assistance:
 - Housing allowances or rent supplements intended to be ongoing (e.g., lasting for year or more).

Support Services Service Category

This category refers to support services to help eligible Indigenous recipients obtain and retain stable housing (e.g., counselling, life skills training, activities of daily living, behaviour supports) to enable people to live as independently as possible in their community.

Support Services Eligible Expenses

- Support services for people in supportive housing. E.g.:
 - Mental health and/or addictions (MHA) supports:
 - Activities could include assessment, support, treatment, withdrawal and counselling services; case management and navigation; delivery of harm reduction activities; prevention, interventions and recovery related supports.
 - Other health-related supports not covered under MHA supports.
 - Activities could include community nursing; community paramedicine; assistance with medication; and wellness/health promotion activities and education.
 - Life skills development and daily living supports:
 - Activities could include life skills development such as budgeting; assistance with personal care; daily living supports such as housekeeping, laundry, cooking and shopping; and assistance to access education, training, employment or income support.
 - Cultural supports:
 - Activities could include traditional supports and activities with the goal of increasing cultural connections and an individual's sense of belonging in a community; and supports to access traditional or culturally sensitive healing

- services (e.g., healing circles, sweat lodges ceremonies, access to traditional medicines).
 - Other supports not included above for people in supportive housing.
 - For example, costs to reduce the potential for infection and transmission in congregate supportive housing settings, such as the purchase of Personal Protective Equipment.
- Minor retrofits or upgrades to existing supportive housing facilities owned by the relevant non-profit supportive housing agency with a total funding request of up to \$50,000.

Administration Funding

Service Providers (SPs) will be permitted to request up to 7.5 percent of their annual allocated ISHP funds to cover administration costs.

Eligible administrative expenditures are those supporting but not directly related to the delivery of ISHP programming, including but not limited to:

- Staff that do not directly deliver services to clients.
 - Salaries, wages and benefits for administrative staff and back-office functions, such as those providing accounting, reporting, IT support, communications, security, and human resources and program management functions.
- Administrative costs associated with planning, managing, and evaluating homelessness supports and services.
 - Professional development and staff training.
- General office expenses:
 - Utilities, information technology, phone/internet, postage/courier, office supplies, and cleaning.
- Professional services:
 - Contracting for services such as bookkeeping, consulting, communications, translation, legal fees, and audit costs.

Ineligible expenses include administration costs not associated with the program delivery (outside of eligible expenses related to supportive housing).

SPs must ensure that program administration funds are used efficiently and only in support of the delivery services and supports. SPs are required to include the amount of funding used for program administration in their Investment Plans and report back on the use of this funding in their quarterly updates and year-end reports. Indigenous Program Administrator (IPA) must ensure any underspending in administration is recovered by the ministry or reallocated towards eligible operating expenses in the same fiscal year.

Reporting

There are five reports due from SPs for each program year:

Report	Due Date	Details
Investment Plan	February 5th of each year for the next program year	Projected quarterly operating expenditures Proposed Plan including proposed use of funding. Client intake and eligibility screening tools.
Q1 Report Back	July 12th of each year	Actual quarterly expenditures and commitments for Q1 and projected quarterly expenditures and commitments for Q2-Q4.
Q2 Report Back	October 12th of each year	Actual quarterly expenditures and commitments for Q1 and Q2 and projected quarterly expenditures and commitments for Q3 and Q4.
Q3 Report Back	January 12th of each year	Actual quarterly expenditures and commitments for Q1-Q3 and projected quarterly commitments and expenditures for Q4. Attestation that SPs will spend full allocation by end of Q4.
Year End Report	May 1 of each year for the previous program year	Actual quarterly operating expenditures for previous program year. Performance indicator reporting for previous program year.

Performance Indicators

A set of performance indicators have been developed to monitor and track progress on the achievement of ISHP outcomes.

Performance indicators for measuring the achievement of ISHP's outcomes include:

- Total unique Households Assisted
- Households Receiving Housing Allowance with Program Funding
- Households Receiving Rent Supplement with Program Funding
- Households Receiving Support Services with Program Funding
- Households Receiving Both Housing Assistance and Support Services with Program Funding

- Households Receiving Support Services from Other Funding Sources
- Households Receiving Housing Assistance from Other Funding Sources
- Household Successfully Housed for One Year or more

Performance indicators and required reports may be revised from time to time.