

LIST OF ELIGIBLE AND INELIGIBLE ACTIVITIES

1. Eligible activities and expenses

The eligible activities and expenses under Reaching Home are broadly defined in the program terms and conditions. The information below is intended to help clarify and expand upon the information provided in the terms and conditions.

Reaching Home will fund activities that contribute to the objectives of the program while reflecting local realities and community needs and opportunities. The eligible activities and expenses are grouped into 5 categories of activities directed at achieving the program objective of preventing and reducing homelessness. These eligible activities and expenditures apply to all funding streams, with a small number of clearly identified exceptions. Note that the eligible activities and expenses identified below can include culturally appropriate activities for Indigenous individuals and families that have similar objectives.

Examples of eligible activities and expenses are provided below. Each of the activities may be supported through case management – a comprehensive and strategic form of service provision, either short- or long-term, whereby a case worker assesses the needs of individuals and families and, where appropriate, arranges, coordinates and advocates for delivery and access to a range of programs and services designed to meet the individual’s needs.

Examples of Indigenous-specific activities are intended to help illustrate and inform, especially with regard to a broader audience of administrators, auditors, and other users who may not be familiar with First Nations, Inuit, and Métis cultural practices and ways of supporting well-being. For the most part, the activities themselves would be determined through community-based decision making by First Nations, Inuit, and Métis.

a. Housing services

Housing services are those that lead to an individual or family transitioning into more stable housing that has been deemed appropriate and safe. Housing could include:

- **Transitional housing:** Housing intended to offer a supportive living environment for its residents, including offering them the experience, tools, knowledge and opportunities for social and skill development to become more independent. It is considered an intermediate step between emergency shelter and supportive housing, and has limits on how long an individual or family can stay. Stays are typically between 3 months and 3 years.
- **Permanent supportive housing:** Housing that combines rental or housing assistance with individualized, and flexible support services for people with high needs related to



physical and/or mental health, developmental disabilities or substance use. Permanent supportive housing may be:

- **placed-based:** Congregate or independent permanent supportive housing units situated in 1 building or location
- **scattered-site:** The provision of permanent supportive housing services in the community, delivered through home visits or community-based agencies
- **Housing:** Housing that is not supportive housing and that can be long-term. Includes a house, apartment or room (including social housing) that a family or individual rents or owns. Housing may include living arrangements with friends or family members that are expected to be long-term.
- **Indigenous housing options** that reflect Indigenous values, beliefs and practices (for example, community/family living environment) and are delivered by Indigenous organizations.

Eligible activities include:

Housing placement

- Determining an individual's or family's preferences and needs for housing and type of supports.
- Securing housing for individuals and families by working with private and public local real estate, landlord associations, home communities (for example, First Nation band, Inuit community, Métis settlement), to identify available housing units.
- Time-limited rental assistance in the context of a rapid rehousing project. While at the discretion of the community to establish parameters for the rental assistance, rapid rehousing usually consists of 3 to 6 months of support.
- Providing landlord-tenant services for an individual or family that was placed into housing. This includes providing landlord mediation and training on roles and responsibilities of tenants and landlords.
- Re-housing (if required).

Emergency Housing Funding

- Within parameters that are established by the community, funding to help cover housing costs in the short term while awaiting access to longer-term housing supports, including the Canadian Housing Benefit or benefits from provincial, territorial or municipal programs.

Housing set-up

- Activities which cover costs associated with setting up a housing unit, including: insurance, damage deposit, first and last months' rent, maintenance (for example,

painting), moving, furniture, kitchen, basic groceries and supplies at move-in, etc. Available to all individuals and families, not just those in receipt of rental assistance or Emergency Housing Funding.

- If a provincial social assistance or other program offers first and last month's rent or damage deposits, this funding should be exhausted first before Reaching Home funding is used for these purposes.

Ineligible activities include:

- Emergency Housing funding while the individual or family is supported by the provincial, territorial or municipal welfare and rent supplement programs; and
- Level of funding provided for Emergency Housing Funding must not exceed amount of financial assistance provided by provincial, territorial or municipal rent supplement programs.

b. Prevention and shelter diversion

Prevention includes activities aimed at preventing homelessness by supporting individuals and families at imminent risk of homelessness before a crisis occurs. This includes supporting individuals and families who are currently housed but at-risk of losing their housing, and preventing individuals who are being discharged from public systems (for example, health, corrections, and child welfare) from becoming homeless.

Populations at imminent risk of homelessness are defined as individuals or families whose current housing situation will end in the near future (for example, within 2 months) and for whom no subsequent residence has been established.

Shelter diversion is a tool used to prevent the use of emergency shelters by providing individualized supports when families and individuals are seeking to enter the emergency shelter system. Shelter diversion programs help individuals and families seeking shelter to explore safe and appropriate alternate housing arrangements and, if necessary, connect them with services and financial assistance to help them find secure housing.

Shelter diversion is different from other permanent housing-targeted interventions because of the point in time in which the intervention occurs. Shelter diversion focuses on people as they are seeking entry into shelters, while prevention focuses on people at risk of homelessness. However, many of the same initiatives may be employed with shelter diversion as with prevention.

Eligible activities include:

- Discharge planning services for individuals being released from public systems (for example, health, corrections, and child welfare)
- Help obtaining or retaining housing, including shared housing

- Landlord liaison and intervention to prevent eviction and preserve tenancy
- Advice on budgeting, credit counseling and debt consolidation
- Legal advice, advocacy and legal representation in order to avert eviction
- Emergency assistance to help avert eviction (for example, food, clothing, transportation vouchers, cleaning/repair of damage to a rental unit)
- Moving costs; and
- Short-term financial assistance to help avert eviction or loss of housing with rent, rental arrears, and utility deposits or payments.

Ineligible activities include:

- Provision or payment for student housing for students who are not at imminent risk of homelessness; and
- Supports for low-income individuals or families who are not at imminent risk of homelessness.

c. Client support services

Client support services include individualized services to help improve integration and connectedness to support structures, such as the provision of basic needs and treatment services. They may also include services to support the economic, social and cultural integration of individuals and families.

Basic needs services

Funding for basic needs services support outcomes that contribute to a reduction in homelessness. For example, short-term food and emergency shelter assistance are eligible activities as a means to assist homeless individuals obtain more stable housing. Longer-term food programs can also be funded if they are part of another intervention that is considered an eligible activity. For Indigenous individuals and families, funding could support culturally appropriate services and connection with community (for example, local and/or home community, including First Nation band, Métis settlement, etc.).

Eligible activities include:

- Essential services related to the provision of emergency shelter beds, food and shelter, including shower and laundry facilities, food banks, soup kitchens, community kitchens and drop-in centres.
- Life skills development (for example budgeting cooking).
- Longer-term food programs that are part of another eligible activity (for example, activities that assist with community reintegration).

- Culturally relevant supports for Indigenous Peoples (for example, cultural ceremonies, traditional supports and activities with the goal of increasing cultural connections and an individual’s sense of belonging in a community).
- Groceries, personal hygiene and supplies.
- Clothing, footwear and blankets.
- Storage for belongings (up to 3 months).
- Access to traditional foods and medicines.
- Repair or replacement of eyeglasses (if not otherwise covered through medical services).
- Disability supports (for example mobility and other assistive devices if not otherwise covered through medical services).
- Personal identification.
- Access to technology (for example phones, community voice mail, safe apps, computers, etc.) in a community setting (for example in a resource or drop-in centre).
- Bus or public transit tickets related to integration activities (for example, job search/interviews, appointments/reconnecting to family).
- Transportation to home community (mileage eligibility to be determined by community).
- Access to oral care programs (if not covered by a provincial/territorial government).

Ineligible activities include:

- Purchase of alcoholic beverages.

Clinical and treatment services

Clinical and treatment services are activities that seek to improve the physical, emotional and psychological health and well-being of individuals and families who are homeless or at imminent risk of homelessness.

Eligible activities include:

- Brokering and navigating access to clinical, health and treatment services (includes mental health and addictions support) through case management, including through an Intensive Case Management team.
- Partnership development, liaison and integration to bring together services to support the needs of individuals or families or to establish case management teams where none exists
- Delivery of harm reduction activities that seek to reduce risk and connect individuals and families with key health and social services.
 - These activities may include, for instance, storage, distribution and provision of materials and/or supplies (for example, needles), prevention interventions (for example, targeted programming to prevent substance abuse in homeless youth

and/or youth at-risk of homelessness; managed alcohol programs, connecting individuals to harm reduction services).

- Professional fees for services provided in support of Indigenous individuals and families (for example services provided by Indigenous Elders or traditional healers). The value of professional fees, gifts or honoraria must be proportional to the service rendered and should not exceed the reasonable and customary amount for each service; and
- Supports to access traditional or culturally sensitive healing services (for example, healing circles, sweat lodges ceremonies, access to traditional medicines) that are not offered through provincial programming. Eligibility is not based on service location (for example, may be local or require travel to a non-local Indigenous community).

Economic integration services

Eligible activities include:

- **Income assistance:** services directed towards individuals and families to help them access income benefits (for example, provincial/territorial social assistance, child benefits, disability benefits, veterans allowance, old age security, or employment insurance).
- **Employment assistance:** pre- and post-employment services (for example, job search assistance, interview preparation) that bridge individuals and families to the labour market and assist them to maintain employment and build self-sufficiency.
- **Education and Training assistance:** services to support essential skills development (for example, reading, document use, numeracy, writing, oral communication, working with others, thinking, computer use and continuous learning), services to connect individuals and families to education and training programs, and services to support the successful participation in these programs (for example, bus passes, clothing or equipment, food and non-alcoholic beverages, internet access for the duration of the program).

Ineligible activities include:

- Employment activities normally delivered by other federal, provincial or territorial labour market programs
- Job wages for individuals participating in an education, training, or pre-employment program
- Salary for a full-time teacher to provide an alternative to provincial or territorial education
- Tuition
- Workplace skills development; and
- Apprenticeship grants

Social and community integration services**Eligible activities include:**

- Supports to improve social integration, for example, costs of participation or provision of recreational/sports activities; and
- Indigenous Elder consultation, gathering and preparation of traditional foods. Establishing and maintaining culturally relevant responses and supports to help Indigenous individuals and families (for example, navigation of urban services including to help establish and maintain culturally relevant support networks within an urban environment; Indigenous language and culture classes).

d. Capital investments

Capital investments are intended to increase the capacity or improve the quality of facilities that address the needs of individuals and families who are homeless or at imminent risk of homelessness, including those that support culturally appropriate programming for Indigenous individuals and families.

Eligible activities include:

- Renovation of emergency shelters, transitional housing, permanent supportive housing, or non-residential facilities, including:
 - Renovating an existing facility for upgrades and to meet building standards
 - Removing asbestos, mold, rodents; and
 - Repurposing an existing property to create transitional housing or permanent supportive housing, and expanding an existing facility.
- Repairs of damages resulting from housing placements (includes private market housing).
- New construction of transitional or permanent supportive housing, or non-residential facilities (for example, community hubs to include furniture banks, drop-in centres, resource centres, outreach worker spaces, counselling spaces, laundry facilities, food banks), including if applicable tearing down an existing facility to build a new one.
- Purchase of transitional housing, or permanent supportive housing, and non-residential facilities to create new space or units.
- Eligible costs related to professional fees, such as consultants, audit, technical expertise, facilitation, legal, and construction contractors, and capital costs of the purchase of a land or building.
- Purchase or construction of new emergency shelters using funding from Indigenous, Territorial and Rural and Remote streams.
- Purchase of furniture, appliances, machinery (for example, lawnmower, woodworking tools), electronic equipment and vehicles (for example, to be used for outreach, transportation for furniture banks).

Ineligible activities include:

- Construction and renovation of housing units funded through the bilateral Housing Partnership Framework agreement with the Canada Mortgage and Housing Corporation and most provinces/territories.
 - Investments in social housing, including
 - Repairs to social housing units
 - Renovation of social housing units; and
 - Creation of social housing units

e. Coordination of resources and data collection

Coordination of resources refers to activities that: (1) enable communities to organize and deliver diverse services in a coordinated manner and/or (2) support the implementation of the Homeless Individuals and Families Information System (HIFIS) or the alignment of an existing Homeless Management Information System with federal coordinated access requirements.

Eligible activities include:

- Mapping of the housing and homeless-serving system to identify existing programs and services and assess current capacity, program funders, and program requirements.
- Developing and implementing coordinated access, including:
 - Developing partnerships with service providers and other community organizations as necessary
 - Establishing governance structures and developing privacy tools (for example, data management protocols, data sharing agreement, consent form) for coordinated access and HIFIS implementation
 - Delivering Change Management activities, such as developing and implementing a communication strategy (for example printed or web-based communications, training, including travel to HIFIS/ Coordinated Access training)
 - Designing the access model
 - Selecting an assessment tool and a referral and matching process for the coordinated access system; and
 - Implementing a by-name list where applicable.
- Hiring a project manager for coordinated access, including for HIFIS implementation/maintenance:
- Consultant fees or staff wages (for example, community coordinator, analyst, and information technology (IT)), and the corresponding benefits and mandatory employment related costs (for example, Canadian Pension Plan, Québec Pension Plan, Employment Insurance, etc.).
- Acquiring hardware/software IT infrastructure, such as HIFIS server and other necessary IT equipment, and related office furniture (for example, computer):

- Additional support as necessary, for example, legal advice, network security, development of tailored HIFIS reports.
- Customizing an existing Homelessness Management Information System to meet the minimum requirements of coordinated access.
- Developing partnerships to support a broader systematic approach to addressing homelessness (for example, partnerships with health services, corrections, housing providers).
- Conducting point-in-time counts or surveys of homeless populations (for example, coordinator, assistant coordinator, data analyst, project supplies, printing, Volunteer Training, Meeting Space).
- Acquiring additional support (for example, contracts, consultants) related to project activities.
- Improving services (for example, staff training on activities in support of a broader systematic approach to addressing homelessness). System support projects to strengthen the organizational capacity of networks, coalitions and other sector organized groups to develop best practices in terms of service delivery and more responsive, better-integrated services and partnerships.
- Projects that facilitate the coordination of housing and homelessness services, the development of system-wide strategic responses, and foster creative new approaches to addressing issues faced by people who are homeless or at imminent risk of homelessness.
- Informing the public and soliciting feedback on activities intended to reduce and prevent homelessness.

Ineligible activities include:

- Software and/or hardware purchase and/or development for the collection and management of homelessness data that constitutes a redundant use of funds and duplicates activities already offered through HIFIS; and
- Administrative costs incurred by Community Entities in the delivery and management of contribution funds under Reaching Home to a third party.

Communities may also undertake data collection activities, which may be unrelated to the design and development of coordinated access and a Homelessness Management Information System that enhance understanding of local homelessness issues and help support decision-making and longer-term planning.

Eligible data collection activities include:

- Collection of data to demonstrate accountability, support decision-making and develop an understanding of the homelessness situation
- Activities intended to build partnerships for data collection and analysis



- Gathering, sharing and disseminating information with the Community Advisory Board and other interest parties
- Technical support for data collection, analysis and management
- Purchase of equipment to collect and compile data

Ineligible data collection activities include:

- Local research other than the data collection activities described under “eligible activities; and
- Information gathered or refocused primarily for the purpose of advocacy, public education or awareness.