

**Reaching Home:**  
**Peterborough Community Plan**  
**2024–2028**

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## Introduction

In completing this template, communities are encouraged to develop comprehensive Community Plans that reflect the contributions of all funding partners, including other orders of governments, not-for-profit organizations, and the for-profit sector. The Community Plan does not preclude adjustments in priorities throughout the funding cycle; communities are still expected and encouraged to regularly review priorities for investment with their Community Advisory Board(s), including sub-project approval.

To support communities in completing their Community Plan, a Reference Guide has been developed. It is strongly recommended that this be reviewed prior to completing this template to ensure understanding of the requirements.

Please note that in communities that receive funding from both the Designated Communities (DC) and Indigenous Homelessness (IH) streams, ongoing and meaningful cross-stream collaboration is expected to support the achievement of community-level outcomes reflecting the needs of the whole community.

The Community Plan for Reaching Home must be approved by the DC or TH Community Advisory Board (CAB) before it is submitted to Infrastructure Canada.

Additionally, if your community has an Indigenous Homelessness (IH) Community Advisory Board (I-CAB), they must affirm that they have been engaged on the Community Plan before it is submitted. If your community is developing a joint plan with the IH stream Community Entity, both CABs must approve the community plan prior to submission.

In addition to the core elements required in this template, communities are welcome to share any other information and/or documents that they feel might provide further insight into their local context as it relates to housing and/or homelessness context.

## 1. Community Engagement

*As part of the community planning exercise, you must engage with community partners with the goal of understanding the needs of the local homelessness sector and identify local homelessness priorities using a coordinated, systems-based and data-driven approach.*

*Please describe the steps taken to engage your community partners in developing this Community Plan to ensure a community-based approach. Your response must include:*

- *Which partners were engaged;*
- *When and how engagement occurred; and*
- *What aspects of the Community Plan were discussed, as well as what aspects of the Plan (i.e., decisions, outcomes, next steps) were influenced by these discussions.*

**Note:** *Meaningful collaboration with Indigenous and non-Indigenous partners and service providers, as well as the IH CE and I-CAB where applicable, is expected in the development of this Community Plan and must be explicitly referenced in this section. The Indigenous Partners in Your Community worksheet created for the Community Homelessness Report (CHR) may be helpful to complete this section. Please see [CHR: Reporting Tools e-course on the Homelessness Learning Hub](#).*

Our community's approach to governance has evolved over the years, with areas for continued growth and improvement being identified on an ongoing basis. In Peterborough, the United Way as the Community Entity and City of Peterborough as the Service Manager each have a role in governance. This year, we re-engaged our partnership by defining both the United Way and City as co-chairs of the Community Advisory Board (CAB). This partnership allows for strengthened collaboration through both of our roles. Additionally, the City of Peterborough leads the Coordinated Access System with the support of the United Way in ensuring the Reaching Home minimum requirements are met.

As a smaller sized community, it is often many of the same agencies and leaders that are involved throughout various steering committees and governance tables. There is potential to streamline community-wide homelessness tables by identifying overlap in governance needs/requirements and providing ongoing opportunities for inter-agency communication. One action taken during this past year to improve governance was modifying the CAB Terms of Reference to include representation from all homeless-serving organizations, rather than only a portion of the sector. Organizations have the option to bring more than one representative to ensure that a diversity of perspectives are present at CAB discussions. Each of the organizations have one vote during decision making processes, ensuring that they are engaged throughout the process and that decisions are balanced.

We have had a strong relationship with our local Friendship Centre for many years, and their involvement in our Community Advisory Board has been integral to our understanding of Indigenous homelessness.

## 2. Investment Plan

2.1 In the table below, please identify your community's allocation of Reaching Home funding in the DC or TH and Community Capacity and Innovation (CCI) streams from 2024-25 to 2027-28<sup>1</sup>.

	2024-25	2025-26	2026-27	2027-28	Total
<b>Reaching Home Annual Allocation</b>	\$1,534,922	\$1,534,922	\$1,588,754	\$1,588,754	\$6,247,352

2.2 In the table below, please outline your planned division of DC/TH and CCI Reaching Home funding from 2024-25 to 2027-28 by activity area. Please note that it is acceptable that your community's funding priorities change over time. This investment plan is to demonstrate that your community has a vision of moving forward for the allocation of Reaching Home funding.

Activities area	2024-25	2025-26	2026-27	2027-28
<b>Housing Services</b>	10%	9%	10%	10%
<b>Prevention and Shelter Diversion</b>	15%	19%	20%	20%
<b>Client Support Services</b>	28%	30%	30%	30%
<b>Capital Investments</b>	24%	17%	15%	15%
<b>Coordination of Resources and Data Quality Improvement</b>	8%	10%	10%	10%
<b>Administration</b>	15%	15%	15%	15%
<b>TOTAL</b>	100%	100%	100%	100%

2.3 In the text box below, please describe how Community Capacity and Innovation (CCI) funding will be used to support coordinated and data-driven service delivery (e.g., supporting Coordinated Access, the Outcomes-Based Approach and use of HIFIS or existing, equivalent Homeless Management Information System).

The CCI funds are being used to support the expansion of HIFIS access to additional organizations. CCI funds are also used to help ensure that staff have access to training and capacity to input data into HIFIS in order to support Coordinated Access.

<sup>1</sup> Communities on two-year agreement extensions should report on investment plans for 2024-25 and 2025-26 at this time.

### 3. Cost-Matching Requirement

3.1 In the table below, please outline all funding for homelessness initiatives expected to be received from other funders from 2024-25 to 2027-28<sup>2</sup>. This includes both financial and in-kind contributions.

	2024-25	2025-26	2026-27	2027-28	Total
<b>Reaching Home Annual Allocation</b>	\$1,534,922	\$1,534,922	\$1,588,754	\$1,588,754	\$6,247,352

<b>Projected Funding From Other Funders towards Homelessness Initiatives</b>					
<b>Program Name and Funder</b>	<b>2024-25 (\$)</b>	<b>2025-26 (\$)</b>	<b>2026-27 (\$)</b>	<b>2027-28 (\$)</b>	<b>Total (\$)</b>
HPP (Provincial)	\$7,657,600	\$7,657,600	\$7,657,600	\$7,657,600	<b>\$30,630,400</b>
Municipal	\$3,843,981	\$2,333,981	\$2,333,981	\$2,333,981	<b>\$10,845,924</b>
<b>TOTAL</b>					<b>\$41,476,324</b>

3.2 If your anticipated community contributions are not projected to match funding from Reaching Home for each year, please explain the circumstances below and include a description of the steps you will take to meet the requirement.

[add response here]

<sup>2</sup> Communities on two-year agreement extensions should report on cost-matching for 2024-25 and 2025-26 at this time.

#### 4. Homeless Individuals and Families Information System (HIFIS)

4.1 Using your 2023-24 CHR as a guide<sup>3</sup>, please check the box if you have met the following minimum requirements as of March 31, 2024<sup>4</sup>. Any status updates since March 31, 2024, must also be reflected:

Minimum Requirement	Has the MR been met?	Minimum Requirement	Has the MR been met?
HIFIS MR 1	N/A	HIFIS MR 3	<input type="checkbox"/>
HIFIS MR 2	<input checked="" type="checkbox"/>	HIFIS MR 4	<input checked="" type="checkbox"/>

4.2 For each minimum requirement that has not yet been met (as identified in 4.1), complete a table below to describe how you will meet it by March 31, 2026. Please note that confirmation that communities are on track to do this will be required by October 31, 2025.

Minimum Requirement not yet met: HIFIS MR 3	
What are the next steps the community will take to meet this requirement?	Target date for completion
We have invested in hiring a HIFIS consultant. The work of this consultant will result in all Reaching Home funded organizations using HIFIS by updating client consent forms to add flexibility to the number of organizations using HIFIS. In addition, agencies not currently using HIFIS will be trained and onboarded into HIFIS. Currently, our HIFIS administrator accesses HIFIS on behalf of these organizations so that they are still participating in CA, but are not directly using HIFIS at this time.	December 31, 2025

<sup>3</sup> For more information on how the minimum requirements align with your Community Homelessness Report, please consult the Community Plan Guide.

<sup>4</sup> Communities with two-year agreement extensions are not required to complete section 4 at this time.

## 5. Coordinated Access

5.1 Using your 2023-24 CHR as a guide<sup>5</sup>, please check the box if you have met the following minimum requirements as of March 31, 2024<sup>6</sup>. Any status updates since March 31, 2024, must also be reflected:

Minimum Requirement	Has the MR been met?	Minimum Requirement	Has the MR been met?
CA MR 1	N/A	CA MR 10	<input checked="" type="checkbox"/>
CA MR 2	N/A	CA MR 11	<input checked="" type="checkbox"/>
CA MR 3	<input type="checkbox"/>	CA MR 12	<input type="checkbox"/>
CA MR 4	<input checked="" type="checkbox"/>	CA MR 13	<input type="checkbox"/>
CA MR 5	<input type="checkbox"/>	CA MR 14	<input type="checkbox"/>
CA MR 6	<input checked="" type="checkbox"/>	CA MR 15	<input checked="" type="checkbox"/>
CA MR 7	<input checked="" type="checkbox"/>	CA MR 16	<input checked="" type="checkbox"/>
CA MR 8	<input type="checkbox"/>	CA MR 17	<input checked="" type="checkbox"/>
CA MR 9	<input checked="" type="checkbox"/>	CA MR 18	<input checked="" type="checkbox"/>

5.2 For each minimum requirement that has not yet been met (as identified in 5.1), complete a table below to describe how you will meet it by March 31, 2026. Note that confirmation that communities are on track to do this will be required by October 31, 2025.

Minimum requirement not yet met: CA MR 3 – Representation on governance structure for Coordinated Access	
What are the next steps the community will take to meet this requirement?	Target date for completion
Identify and invite service providers that are currently missing from the governance structure	March 31, 2025
Increase number of Indigenous representatives	March 31, 2026

Minimum Requirement not yet met: CA MR 5 – Integration of various sectors and groups are aligned	
What are the next steps the community will take to meet this requirement?	Target date for completion
Update documentation to show the relationship between the Community Entity, Community Advisory Board, Coordinated Access Lead, HIFIS Lead, government and partners work together.	December 31, 2025

Minimum Requirement not yet met: CA MR 8
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<sup>5</sup> For more information on how the minimum requirements align with your CHR, please consult the Community Plan Guide.

<sup>6</sup> Communities with two-year agreement extensions are not required to complete section 5 at this time.

<b>What are the next steps the community will take to meet this requirement?</b>	<b>Target date for completion</b>
As part of our work to update our Coordinated Access System, we will be updating our system map. Our existing one is outdated and therefore not useful to make publically available. Steps to meet this requirement include hiring a consultant to revise how we use HIFIS, which will allow more organizations to be onboarded as HIFIS users. This will generate the missing data that is needed to update our systems map.	March 31, 2026

<b>Minimum Requirement not yet met: CA MR 12 – Service navigation</b>	
<b>What are the next steps the community will take to meet this requirement?</b>	<b>Target date for completion</b>
Provide HIFIS access and training to more organizations so that they can input data/information when supporting someone with service navigation	March 31, 2025

<b>Minimum Requirement not yet met: CA MR 13</b>	
<b>What are the next steps the community will take to meet this requirement?</b>	<b>Target date for completion</b>
We have several access points available but our documentation of these access points needs to be updated. We have hired a consultant to help us update our use of HIFIS that will provide us with the necessary data for updating our access points. Once our access points are documented within a single list they will be published online and available for organizations to share with clients.	March 31, 2026

<b>Minimum Requirement not yet met: CA MR 14</b>	
<b>What are the next steps the community will take to meet this requirement?</b>	<b>Target date for completion</b>
We have processes in place to monitor the easy and equitable access to CA, respond to issues, and ensure that no one is denied access. We do not have these processes documented publically. As part of hiring a consultant to help us improve our use of HIFIS, we will be working with organizations to update these processes and publish the document.	March 31, 2026

*5.3 Describe how ongoing, meaningful collaboration on Coordinated Access between Indigenous and non-Indigenous partners has or will take place as your community works to implement, maintain and improve a Coordinated Access system.*

Over the coming year, our community has plans to improve our Coordinated Access system overall. These plans include improving our collaboration with Indigenous partners. We are investing Reaching Home funding into hiring a consultant that will support our Service Manager in revising Coordinated Access/HIFIS policies and practices to onboard and train new organizations in the system. This includes ensuring that our local Indigenous organizations that provide housing services are onboarded as HIFIS users, as well as consulted throughout this process of updating Coordinated Access locally. In addition, we are looking to improve assessment processes across service providers. Although our community uses one standardized assessment tool for all populations, the implementation of that assessment may vary across organizations based on their own knowledge and practices. By providing updated training and supports to all service providers, we will be able to ensure that triage and assessment is happening consistently across the system. In addition, consulting with Indigenous partners during this process will allow us to integrate cultural components into the training for service providers, so that Indigenous People visiting any of the service providers are able to receive culturally appropriate support and assessment.

## 6. Outcomes-Based Approach

6.1 Using your 2023-24 Community Homelessness Report as a guide<sup>7</sup>, please check the box if you have met the following minimum requirements as of March 31, 2024<sup>8</sup>. Any status updates since March 31, 2024, must also be reflected:

Minimum Requirement	Has the MR been met?	Minimum Requirement	Has the MR been met?
OBA MR 1	N/A	OBA MR 6	<input checked="" type="checkbox"/>
OBA MR 2	N/A	OBA MR 7	<input type="checkbox"/>
OBA MR 3	<input checked="" type="checkbox"/>	OBA MR 8	<input type="checkbox"/>
OBA MR 4	<input checked="" type="checkbox"/>	OBA MR 9	<input type="checkbox"/>
OBA MR 5	<input checked="" type="checkbox"/>		

6.2 For each minimum requirement that has not yet been met (as identified in 6.1), including those modified and new as of 2024-25, complete a table below to describe how you will meet it by March 31, 2026. Please note that confirmation that communities are on track to do this will be required by October 31, 2025.

Minimum Requirement not yet met: OBA MR 7	
What are the next steps the community will take to meet this requirement?	Target date for completion
To meet this requirement our community needs to ensure that everyone living unsheltered receiving outreach service is included in the dataset. At this time, some individuals receiving service do not consent to be included in the dataset. We have hired a consultant to help us revise the language in our consent forms to ensure that it is clearer for the people who are being served.	March 31, 2026

Minimum Requirement not yet met: OBA MR 8	
What are the next steps the community will take to meet this requirement?	Target date for completion
For everyone in our dataset, we do not have information on every single person's interaction with the system, their housing history, and their Indigenous identity. This occurs because not every service provider is using HIFIS to be able to document this information within the same dataset. We have hired a consultant to get every service provider onboarded and trained in using HIFIS consistently to improve our dataset. In addition, Indigenous identity is not always captured consistently due to service providers not knowing how to ask this question and/or individuals not being	March 31, 2026

<sup>7</sup> For more information on how the minimum requirements align with your Community Homelessness Report, please consult the Community Plan Guide.

<sup>8</sup> Communities with two-year agreement extensions are not required to complete section 6 at this time.

aware of their own identity. We will be working with local Indigenous service providers to train organizations on how to sensitively ask this question to generate more robust data on Indigenous identity.	
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<b>Minimum Requirement not yet met: OBA MR 9</b>	
<b>What are the next steps the community will take to meet this requirement?</b>	<b>Target date for completion</b>
Data accessibility has varied across end-users due to how some service providers are set up in our system. For service providers that entered the sector after we established HIFIS and Coordinated Access in 2019, they have not been able to access HIFIS directly due to restrictions with the original data sharing agreement and client consents. These service providers have been able to contribute data and access information by working with the City of Peterborough's By Name List Coordinator to meet Coordinated Access standards. This method has been limited in terms of end-users accessing data directly as needed. We have invested in hiring a consultant to revise HIFIS policies and practices so that new service providers can be trained and onboarded as HIFIS users.	March 31, 2026

*6.3 Please describe how ongoing and meaningful collaboration between Indigenous and non-Indigenous partners has or will take place as your community works to meet the OBA minimum requirements. In communities where the Designated Communities and Indigenous Homelessness streams co-exist, collaboration with the IH-CE and I-CAB (where applicable) is expected.*

In addition to hiring a consultant to support improvements to Coordinated Access, increasing training for service providers, and hiring two data roles at the City of Peterborough, our community plans on additional training and systems improvements specific to serving Indigenous people. We currently rate our data on Indigenous identity as 'somewhat complete' because data completeness is based on the individual disclosing their Indigeneity. We plan on working with Nogojiwanong Friendship Centre to better understand how to create a safe space for people to disclose their Indigenous identity and then support them appropriately once they do. In addition, we are looking into ways to support individuals in determining if they have Indigenous ancestry, as individuals may not always know their family histories.
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## 7. Official Language Minority Communities

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

The CE will make project related documentation and announcements available in both official languages for the public and prospective project participants.

Organizations that receive Reaching Home funding are required in their funding agreements to provide services in both official languages. Should an organization require additional support to offer services in French, the CE is able to provide support with translation services such as interpreters and software.

Project related services will be actively offered in both official languages and members of both official language communities will be encouraged to participate. The CE's services will be provided in such a manner as to fulfill the needs of both official languages.

## 8. Community Advisory Board—Designated Communities/Territorial Homelessness

**Note:** You may list more than one name/organization for each sector, and you may list a name/organization in more than one sector, as applicable.

(Lines below can be removed where not applicable)

Sector	CAB Members
Infrastructure Canada (Ex-Officio Member)	Ashley Esses-Goldberg
Community Entity (Ex-Officio Member)	Jim Russell (United Way Peterborough & District)
Local/Municipal government	Jocelyn Blazey (City of Peterborough)
Individuals with lived experience of homelessness	
Indigenous Peoples, nations and organizations, Friendship Centres	Lori Flynn (Nogojwanong Friendship Centre)
Indigenous housing organizations	
Youth and/or child-serving organizations, including Child Welfare agencies	Aimee LeLagadec (YES Shelter for Youth and Families)
Landlord associations and/or the housing sector	Dion Gemmiti
Health organizations, including hospitals and other public health institutions, and organizations focused on mental health and addictions	Kerri Kightley (CMHA HKPR), Donna Rogers (Fourcast), Dane Record (Peterborough Aids Resource Network), John Beamish (Peterborough Street Medicine)
Organizations serving individuals experiencing, or at risk of experiencing homelessness	Annie Hedden (CCRC), Christian Harvey (One City), Debbie Carriere (Elizabeth Fry Society), Dana Hetherton (John Howard Society), Jennifer Bain (Thrive Housing), Bill McNabb (Brock Mission Shelter), Lenard Hall (Right to Heal), Jim Abel (PATH)
Other	Naomi Nichols (Trent University), Paul Armstrong (community researcher), Jim Hendry (community member),

**CAB Chairs or Co-Chairs (if applicable):**

I affirm that the above members of the CAB have reviewed the attached Community Plan, and that a majority of CAB members approve of its content.

Jim Russell

Name

Signature

2025-01-22

Date (YYYY-MM-DD)

Jocelyn Blazey

Name

Signature

Date (YYYY-MM-DD)

Name

Signature

Date (YYYY-MM-DD)

## 9. Community Advisory Board—Indigenous Homelessness

**Note:** You may list more than one name/organization for each sector, and you may list a name/organization in more than one sector, as applicable.

(Lines below can be removed where not applicable)

Sector	CAB Members
Infrastructure Canada (Ex-Officio Member)	
Community Entity (Ex-Officio Member)	
Provincial/Territorial government	
Local/Municipal government	
Indigenous government	
Individuals with lived experience of homelessness	
Indigenous Peoples, nations and organizations, Friendship Centres	
Indigenous housing organizations	
Youth and/or child-serving organizations, including Child Welfare agencies	
Organizations serving survivors of domestic violence and their families	
Seniors and senior-serving organizations	
Newcomers and newcomer-serving organizations	
The private sector	
Police and correctional services	
Landlord associations and/or the housing sector	
Health organizations, including hospitals and other public health institutions, and organizations focused on mental health and addictions	
Veterans Affairs Canada and/or Veterans-serving organizations	
Organizations serving individuals experiencing, or at risk of experiencing homelessness	
Other	

**Indigenous CAB Chairs or Co-Chairs (if applicable):**

☐ (If Community Plan is not a joint plan): I affirm that the above members of the Community Advisory Board have been engaged on the Coordinated Access and Outcomes-Based Approach sections of the attached Community Plan.

**OR**

☐ (If Community Plan is a joint plan): I affirm that the above members of the CAB have reviewed the attached Community Plan, and that a majority of CAB members approve of its content.

_____ Name	_____ Signature	_____ Date (YYYY-MM-DD)
_____ Name	_____ Signature	_____ Date (YYYY-MM-DD)
_____ Name	_____ Signature	_____ Date (YYYY-MM-DD)