



**This document contains a list of eligible activities and expenses for the 2026-2028 Reaching Home Request for Proposals. Reaching Home directives are subject to change and final requirements will be outlined in the funding agreement.**

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 that information.

Reaching Home will fund activities that contribute to the program objectives of preventing and reducing homelessness, while reflecting local realities, needs and opportunities. Eligible activities and expenses are grouped into five (5) main categories of activities directed at achieving the program objective, plus administration expenses:

- a. Housing Services;
- b. Prevention and Shelter Diversion;
- c. Client Support Services;
- d. Capital Investments;
- e. Coordination of Resources and Data Quality Improvement; and,
- f. Administration.

These eligible activities and expenditures apply to all funding streams, with a small number of clearly identified exceptions. Note that eligible activities and expenses can include culturally appropriate activities for Indigenous peoples that have similar objectives to the program.

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 safe, appropriate and stable housing. Forms of housing could include:

- Transitional, supportive, and social housing;
- Living arrangements with friends or family members that are expected to be long-term; and,
- Indigenous housing options that reflect Indigenous values, beliefs and practices (e.g., community or family living environment) and are delivered by Indigenous organizations



**Eligible housing services activities include:**

**Housing attainment**

- Determining an individual's or family's needs and preferences for housing and related supports.
- Securing housing by working with private and public local real estate, landlord associations, and home communities (e.g., First Nation band, Inuit community, or Métis settlements).
- Providing landlord-tenant services for an individual or family that has moved into housing. This includes, for example, mediation and problem-solving when a person is first housed (e.g., within the first three months).
- Providing more intensive housing search support (e.g., accompaniment to viewings).
- Re-housing (if required).

**Short-term rental assistance**

- Within parameters that are established by the community, funding to help cover housing costs in the short term (up to a maximum of six months) while people wait for longer-term rental assistance, including the Canada Housing Benefit or benefits from provincial, territorial or municipal programs.
- Short-term financial assistance in the context of a rapid re-housing project (up to a maximum of six months).
- Paying the cost of a maximum of one month of rent for a market rental unit to hold it for a new tenant exiting homelessness

**Housing set-up**

- Activities that cover costs associated with setting up a housing unit, including: insurance, damage deposit, first and last months' rent, maintenance (e.g., painting), moving, furniture, basic groceries and supplies at move-in, etc. Available to all individuals and families, not just those in receipt of Short-term Rental Assistance.

**Ineligible housing services activities include:**

- Providing landlords with an incentive or bonus (financial or non-financial) to rent to people exiting homelessness.
- Covering housing set-up costs before other funding sources have been exhausted (i.e., provincial, territorial or municipal social assistance or other programs that cover first and last month's rent or damage deposits must be used first).
- Rent-to-own programs.
- Providing Short-term Rental Assistance to individuals or families already receiving provincial, territorial or municipal social assistance or rental assistance programs for the same purpose.



- Level of funding provided for Short-term Rental Assistance by the service provider must not exceed amount of financial assistance available from provincial, territorial or municipal rental assistance programs.
- Providing long-term rental assistance (i.e., providing financial assistance for housing costs beyond the eligible activities described).

## **b. Prevention and shelter diversion**

Prevention is an intervention that provides support to people before a crisis occurs, aiming to reduce risks and prevent homelessness. Homelessness prevention includes supporting people who are currently housed, but at imminent risk of losing their housing. It also includes supporting people who are being discharged from public systems (e.g., health, correctional, and child welfare) from being discharged to emergency shelter or the street (inflowing into homelessness as a result).

**Note:** *Imminent risk of homelessness refers to a housing situation that will end in the near future (e.g., within two weeks) where the household does not have the immediate prospect, means or ability of acquiring a subsequent residence.*

Examples of homelessness prevention interventions include:

- Problem solving with landlords to stop an eviction.
- Working with family and other natural supports to prevent loss of housing for youth.
- Making referrals to prevent relationship breakdown (e.g., family counselling or mediation).
- Providing short-term or emergency financial assistance (e.g., to cover the costs of rent or utility arrears, cleaning/repairs to a rental unit so that it is safe, or groceries to help with that month's budget).
- Finding another housing option before a tenancy ends, or before a youth ages out of care or leaves a family home.

Shelter diversion is an intervention that helps people who are seeking access to emergency shelter to explore other safe and appropriate alternatives.

Examples of shelter diversion strategies include:

- Problem solving to find places where people can stay (even for a few days), such as with a neighbour, a friend or family.
- Providing flex funds (small grants) to cover transportation costs or groceries, to make the transition to the alternative housing option easier.



- Supporting people to move directly into housing when they leave public institutions (e.g., hospital, corrections, or child welfare), so they are not discharged into homelessness.

As needed, shelter diversion may be complemented with follow-up support, to help people secure a more permanent housing option in the near future. For example, workers could reconnect with people that were diverted from shelter within a day or two, to help them with a housing search and follow-up on referrals.

**Note:** *Shelter diversion helps people who are experiencing homelessness or being discharged from a public institution and seeking access to emergency shelter, while prevention helps people who are housed, but are at imminent risk of homelessness.*

**Eligible prevention and diversion activities include:**

- Discharge planning services for individuals being released from public systems (e.g., hospital stay, corrections, and child welfare) who are at-risk of being discharged into homelessness.
- Expenses related to responding to emergency situations (e.g., wildfires, floods, building fires ) that are tied directly to supporting people experiencing or at imminent risk of homelessness.
- Help obtaining or retaining housing, including shared housing.
- Enhancing family and natural supports, including helping families, including extended families, to keep young people at home, and strengthening their attachment to school.
- Landlord liaison and interventions to prevent eviction and preserve tenancies.
- 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 (e.g., paying for groceries, clothing, transportation vouchers, diapers and formula, cleaning/repair of damage to a rental unit).
- Moving costs.
- Short-term financial assistance to help avert eviction or loss of housing. Can include assistance with rent, utility deposits or payments, or arrears (rental or utility).

**Ineligible prevention and diversion activities include:**

- Provision or payment for student housing for students who are not at imminent risk of homelessness.
- Supports for low-income individuals or families who are not at imminent risk of homelessness.
- Down payments and mortgage payments or repairs to privately owned property.
- The creation of a rent bank to provide loans.



### **c. Client support services**

Client support services help improve the integration and connectedness to support services, such as the provision of basic needs and treatment services. This may also include services related to the economic, social and cultural integration of individuals and families, which support them to access and retain housing.

#### **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 people experiencing homelessness to 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 people, funding could support culturally appropriate services and connection with community (e.g., local and/or home community, including First Nation band, Métis settlement).

#### **Eligible basic needs 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.
- Supplies to support individuals experiencing unsheltered homelessness, such as tarps, tents, sleeping bags and other basic goods as part of broader outreach efforts to connect people with housing.
- Longer-term food programs that are part of another eligible activity (e.g., activities that assist with community reintegration). Groceries, personal hygiene and supplies.
- Clothing, footwear and blankets.
- Storage for belongings (up to three months).
- Access to traditional foods and medicines.
- Culturally relevant supports for Indigenous peoples (e.g., cultural ceremonies, traditional supports and activities with the goal of increasing cultural connections and an individual's sense of belonging in a community).
- Repair or replacement of eyeglasses (if not otherwise covered through medical services).
- Access to disability and/or functional assessments, if not covered by a provincial/territorial government. For example, a report from a qualified professional in the field, accredited by the appropriate regulated professional association that will assist the individual in accessing broader supports, such as employment, income, and housing.
- Disability supports (e.g., mobility and other assistive devices if not otherwise covered through medical services).
- Personal identification.



- Access to technology (e.g., phones, community voice mail, safe apps, and computers) in a community setting (e.g., in a resource or drop-in centre).
- Transportation to home community (mileage eligibility to be determined by community).
- Transportation (e.g., bus tickets or taxi chits) to shelter and other emergency housing services.
- Access to oral care programs (if not covered by a provincial/territorial government).

**Ineligible basic needs activities include:**

- Purchase of alcoholic beverages, tobacco for personal use (e.g., cigarettes), cannabis, and illicit substances.

**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 experiencing or at imminent risk of homelessness, to support them to access and retain housing.

**Eligible clinical and treatment services 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:
  - The storage, distribution and provision of materials and/or supplies (e.g., needles), prevention interventions (e.g., targeted programming to prevent substance abuse for youth experiencing or at imminent risk of homelessness, managed alcohol programs, connecting individuals to harm reduction services).
- Services and supports to help address the housing-related impacts of a mental health issue (e.g., cleaning services for hoarding situations).
- Professional fees and gifts for services provided in support of Indigenous peoples (e.g., 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.



- Supports to access traditional or culturally sensitive healing services (e.g., healing circles, sweat lodges ceremonies, access to traditional medicines such as tobacco and sage) that are not offered through provincial/territorial programming. Eligibility is not based on service location (e.g., may be local or require travel to a non-local Indigenous community).

**Ineligible clinical and treatment services activities include:**

- Professional or other fees for clinical, health and treatment services and supports (e.g., nursing support services, medical assessments, and mental health and addictions supports.)

### **Economic integration services**

Economic integration services are activities that seek to bridge individuals experiencing or at imminent risk of homelessness to existing employment programs, remove barriers to employment or support skill enrichment to facilitate labour market readiness, to support them to access and retain housing.

**Eligible economic integration activities include:**

**Income assistance**

- Income assistance: Services to connect individuals and families to existing income benefits and financial assistance (e.g., provincial/territorial social assistance, child benefits, disability benefits, Veterans allowance, old age security, or employment insurance).
- Employment assistance: Pre- and post-employment services (e.g., job search assistance, interview preparation) that bridge individuals to the labour market and assist them to maintain employment and build self-sufficiency.
- Connecting individuals and families to education and training programs, and services to support the successful participation in these programs (e.g., bus passes, clothing or equipment, food and non-alcoholic beverages, childcare costs, and internet access for the duration of the program).
- Job training services such as essential skills development (e.g., reading, document use, numeracy, writing, oral communication, working with others, critical thinking, computer use and continuous learning); and/or life skills (e.g., job interview training, anger management, sessions on healthy relationships, parenting skills development, effective communication, budgeting, cooking, or healthy eating).



**Ineligible economic integration 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.
- Direct provision of wages to program participants for casual work (e.g., paying a participant or person staying in a shelter to do odd jobs).
- Salary for a full-time teacher to provide an alternative to provincial or territorial education.
- Tuition.
- Workplace skills development.
- Apprenticeship grants.

**Social and community integration services**

Social and community integration services are supports to improve social and community integration of individuals and families experiencing or at imminent risk of homelessness, to support them to access and retain housing. This includes a broad range of services essential to improving well-being and long-term self-sufficiency.

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

- Supports to improve social integration, for example, costs of participation or provision of recreational/sports activities, cultural programs, support groups, and access to peer supports and mentorship for youth.
- Enhancing family and natural supports for youth.
- Indigenous Elder consultation, gathering and preparation of traditional foods.
- Establishing and maintaining culturally relevant responses and supports to help Indigenous individuals and families (e.g., 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**

damage investments are intended to increase the capacity or improve the quality of facilities that address the needs of individuals and families experiencing or at imminent risk of homelessness, including those that support culturally appropriate programming for Indigenous peoples. Recognizing that immediate access to permanent housing is the solution to homelessness, and that some people will need additional support to



establish and maintain their housing, investments should be guided by a Housing First approach and must meet the following criteria:

- Reaching Home funding must be used exclusively to serve people experiencing or at imminent risk of homelessness.
- Investments in residential facilities must be paired with integrated wrap-around services to support people in attaining and maintaining stable housing.
- Planning activities for capital investments should include coordination with provincial/territorial and municipal governments, including letters of support for financing, in order to:
- Ensure financial sustainability for at least five (5) years after project completion; and,
- Ensure adequate service provision (i.e., wraparound supports) for people experiencing or at imminent risk of homelessness for at least five (5) years after project completion.
- In all cases, Reaching Home funding cannot duplicate or displace other funding, or exceed 100% of eligible expenditures.
- Please see section 9 to review requirements for capital investments using Reaching Home funding (e.g., the identification of financial resources to implement the project, ongoing operation for the intended purpose, and the identification and justification of the choice of land or building).

Reaching Home funding may be used for eligible capital investments for the following types of facilities (stream-specific details on eligible activities are provided below):

- Emergency shelters
  - temporary, short-term accommodation for people experiencing homelessness. At minimum, emergency shelters provide overnight accommodation. Programs may also provide access to food, personal supplies, help with housing searches or support services (case management). Emergency shelter excludes motel or hotel stays that are paid for privately (e.g., with income or savings).
- Transitional housing
  - temporary, time-limited housing with support (case management) that is appropriate for the target population group (e.g., youth, newcomers or Indigenous peoples). For example, programming could focus on developing the necessary skills to be able to live more independently.



Stays are typically longer than shelter, with guidelines that range from three months to three years.

- Programs usually have eligibility requirements, may only accept referrals and people may be expected to contribute financially toward their stay (e.g., using social assistance benefits). The goal is that people are helped to transition to some form of permanent housing at discharge.
- Supportive housing (fixed-site or place-based)
  - Permanent housing (no time limit) with rental assistance and individualized, flexible support services (case management) for people with greater depth of need (acuity) related to physical or mental health, developmental disabilities, and/or substance use. Within the homeless-serving system, tenants were either homeless prior to intake and/or remain at-risk of homelessness.
  - Supportive housing provides a physical environment that is designed to be safe, secure, and home-like. Support services aim to maximize independence, privacy and dignity. Rents are affordable to people with lower incomes.
  - Housing support strategies can include coordinating access to more specialized and/or clinical services (e.g., medical care or psychiatrists), skill-building to reduce depth of need (acuity) in areas of life that create risks to a tenancy (e.g., budgeting, landlord mediation, and keeping the unit clean), accompaniment to appointments, help with engaging in meaningful activities, and ensuring people have someone to call when issues arise.
- Non-Residential Facility
  - Provision of services to meet basic needs and/or provide services to promote longer-term stability of people experiencing or at-risk of homelessness (e.g. community kitchen, drop-in centre, etc.).

**Eligible capital investments activities include:**

- Renovation of emergency shelters, transitional housing, supportive housing, or non-residential facilities, including:
- Renovating an existing facility for upgrades and to meet building standards. Renovations may include meeting accessibility standards and/or accessibility needs of clients.
- Removing asbestos, mold, rodents.
- Repurposing an existing property to create transitional housing or supportive housing, and expanding an existing facility.



- Repairs of damages resulting from move-ins to housing (including private market housing).
- New construction of transitional or supportive housing, or non-residential facilities (e.g., 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.
- This may include stand-alone pre-development costs (such as an environmental impact assessment) provided the intent of the project to address the needs of people experiencing or at imminent risk of homelessness is clear.
- Purchase or construction of new emergency shelters using funding from Indigenous, Territorial and Rural and Remote streams.
- Purchase of furniture, appliances, machinery (e.g., lawnmower, woodworking tools), electronic equipment and vehicles (e.g., to be used for outreach, or transportation for furniture banks).
- Capital investments in transitional and supportive housing units can be offered in a mixed-use building, including social/community housing or privately owned housing. Social housing or community housing refers to subsidized housing for low-income tenants, including units in buildings owned by non-profits, co-ops or governments. In all cases, capital investments under Reaching Home are only applicable to units dedicated to people exiting homelessness and paired with wrap-around supports.

**Ineligible capital investments activities include:**

- Construction and renovation of housing units not exclusively intended for people experiencing or at imminent risk of homelessness, including those funded through the bilateral Housing Partnership Framework agreement with the Canada Mortgage and Housing Corporation and most provinces/territories.
- While Reaching Home funding can contribute towards capital costs to create new units per the above eligible activities, it cannot be used to create, renovate or repair housing units, including social housing, that are not solely intended for people experiencing homelessness and paired with wrap-around supports.
- For eligible capital investments, stacking up to 100% with other funding sources is allowable, including federal and provincial/territorial sources, but only if the capital project is intended for people experiencing homelessness and paired with wrap-around supports.
- Purchase or construction of new emergency shelters using funding from the Designated Communities stream.



- Renovation or repairs to private personal property or social housing / community housing that is not solely intended for people experiencing homelessness and paired with wrap-around supports.

### **e. Coordination of Resources and Data Quality Improvement**

Coordination of resources refers to activities that: (1) enable communities to organize and deliver a range of services to address homelessness in a coordinated manner, (2) support the implementation, as well as maintenance and improvement in the use of the Homeless Individuals and Families Information System (HIFIS), and/or (3) support data governance and data management efforts to improve data quality to meet or maintain federal Coordinated Access and Outcomes-Based Approach requirements

#### **Eligible activities include:**

- Mapping the housing and homeless-serving system to identify existing programs and services, and assess current capacity, program funders, and program requirements.
- Maintaining and/or improving the core components of a Coordinated Access system, including:
  - Developing new or strengthening existing partnerships with service providers and other community organizations (e.g., between healthcare and housing providers and local Indigenous partners).
  - Implementing, maintaining and improving governance structures.
  - Implementing, maintaining and improving data management tools (e.g., data sharing agreements, consent forms).
  - Delivering change management activities, such as developing and implementing a communication strategy (e.g., printed or web-based communications, training, including travel to Coordinated Access or HIFIS training).
  - Implementing, maintaining, and improving access points, the triage and assessment process, and/or the vacancy matching and referral process.
  - Implementing, maintaining, and improving triage and/or assessment tool(s).
  - Implementing, maintaining, and improving service navigation and/or case conferencing processes and tools.
  - Implementing and improving the quality and use of person-specific data for homelessness, which is used to generate a Unique Identifier List.
  - Increasing provider participation, including increasing the number of providers that update person-specific data for homelessness in real-time. This includes providers working across the community, regardless of how they are funded, as well as temporary services (such as temporary shelters).



- Hiring staff for Coordinated Access, HIFIS, and other project activities
  - Consultant fees or staff wages (e.g., community coordinator, data analyst, and information technology (IT)), and the corresponding benefits and mandatory employment related costs (e.g., Canadian Pension Plan, Québec Pension Plan, Employment Insurance, etc.).
- Acquiring hardware/software IT infrastructure, such as a HIFIS server and other necessary IT equipment, and related office furniture (e.g., computers, laptops, and tablets).
- Additional support as necessary (e.g., legal advice, network security, development of tailored HIFIS reports, development and maintenance of data visualizations).
- Developing partnerships to support a broader systems-based approach to addressing homelessness (e.g., partnerships with health services, corrections, and housing providers).
- Conducting Point-in-Time Counts or surveys of homeless populations (e.g., coordinator, assistant coordinator, data analyst, project supplies, printing, training, and meeting space).
- Projects, training and capacity-building in support of a coordinated, systems-based and data-driven approach to prevent and reduce homelessness, including testing new approaches, evaluation and sharing best practices.
- Informing the public and soliciting feedback on activities intended to prevent and reduce 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.
- Administrative costs associated with administering a third-party agreement must be claimed under the category of Administration.

Communities may also undertake activities that improve the overall quality of data on homelessness. These activities may be unrelated to Coordinated Access and HIFIS but enhance understanding of local homelessness issues, and help support decision-making and longer-term planning.

**Eligible activities include:**

- Collection and management of data to demonstrate accountability, support decision-making and develop an understanding of homelessness.
- Activities intended to build partnerships for data collection, management, sharing, and analysis, including partnerships with local Indigenous communities.



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

**Ineligible activities include:**

- Local research other than the data collection activities described under eligible activities and expenses.
- Information gathered or refocused primarily for the purpose of advocacy, public education or awareness. This includes funding for any advocacy, public education or awareness campaign.