

Appendix A – 2017 Individual NPI Project Evaluations

Project		Description		
Mental Health & Addictions Coach		Full-time Mental Health & Addiction Coaches hired to support the YWCA Niagara region shelters. They worked with individuals who are experiencing mental health and addiction issues to help them find and maintain housing and employment, and develop connections in their community.		
Agency				
CMHA Niagara				
Municipality				
All Niagara				
Contract Requirements		Number Served		Result - Coaches provided warm linkages and advocacy to access supports such as primary care providers, Community Health Centres, outpatient supports and supportive groups. Coaches referred guests to housing help programs, and helped guests identify and address previous barriers to safe and stable housing options to help maintain housing. Coaches provided support in filling out ODSP and CPP disability applications to increase income. They provided linkages to medical and legal supports if any applications were denied.
Contract Amount	\$171,703.44	Expected	Actual	
Amount Spent	\$165,823.60	Children		
Contract Length	2 years	0-12	0	
Jobs Expected	24	Youth 13-18	3	
Jobs Created	15	Adult 19-64	108	
Revenue Expected	\$0.00	Seniors 65+	9	
Revenue Generated	\$0.00	TOTAL	120	
			290	

Project		Description		
A Clean Start Laundry Program		Individuals were able to access vouchers from the Housing Help Centre to use at a partnering laundromat to do a load(s) of laundry. The laundromat provided change to the client upon arrival to do their load. Community Care also provided a bus ticket and laundry soap if required.		
Agency				
Community Care St. Catharines & Thorold				
Municipality				
St. Catharines				
Contract Requirements		Number Served		Result - Outcomes were positive with individuals stating that monies allowed other needs to be met throughout the entire month versus half a month. For example, ample food to stretch throughout the month or healthier food options, additional funds for utilities. Clients expressed an increase in dignity and self worth due to having accessibility to clean laundry. Clients stated sleeping better in part due to having clean sheets. Clients with the opportunity to have clean clothes felt empowered to take steps towards applying for employment and/or attend interviews, and a higher level of motivation and engagement to succeed.
Contract Amount	\$12,288.21	Expected	Actual	
Amount Spent	\$12,160.37	Children		
Contract Length	2 years	0-12	45	
Jobs Expected	0	Youth 13-18	10	
Jobs Created	0	Adult 19-64	235	
Revenue Expected	\$0.00	Seniors 65+	5	
Revenue Generated	\$0.00	TOTAL	295	
			555	

Project		Description		
Niagara Region ID Clinic		ID clinics were available throughout the Niagara region. Staff facilitated the acquisition of ID for individuals and made referrals to shelters, food resources, health care, legal services, case management and crisis support. A secure safe was available for people needing a secure place to store their ID.		
Agency				
Community Care St. Catharines & Thorold				
Municipality				
All Niagara				
Contract Requirements		Number Served		Result - Consistent positive feedback from individuals who received assistance from this project expressing that they were able to open bank accounts, get their children enrolled in school, apply for student loans, obtain a drivers license, and apply for social assistance if needed. Individuals were able to obtain their SIN card and other pieces of ID, have their citizenship cards replaced, obtain a Provincial health card, apply for social housing, and get a YMCA membership.
Contract Amount	\$71,739.80	Expected	Actual	
Amount Spent	\$71,739.80	Children		
Contract Length	1 year	0-12	67	
Jobs Expected	0	Youth	157	
Jobs Created	0	13-18	62	
Revenue	\$0.00	Adult 19-64	650	
Expected		Seniors	829	
Revenue	\$0.00	65 +	22	
Generated		TOTAL	799	
			1,057	

Project		Description				
Moving on Up		We needed a wheelchair mobility van to get developmentally disabled people to their job programs and support services. There is no transportation infrastructure in West Niagara. The van could not be a modified van but needed to be a commercially licensed van, as individualized wheelchairs do not fit into regular wheelchair vans. The van needed to have a rear load, which protects our drivers from injury. People who will use the van are in receipt of monthly disability support payments and are more than \$6,000 below the poverty level.				
Agency						
Community Living Grimsby, Lincoln & West Lincoln						
Municipality						
Grimsby, Lincoln, West Lincoln		Result - The van allowed us to continue to offer our programs and services and because of its size, it freed up other vans to transport people to and from jobs (increasing their income and addressing the unemployment and underemployment of this sector of the population). The van has created opportunities for social inclusion in the community, and has provided transportation to training opportunities at our main location.				
Contract Requirements					Number Served	
Contract Amount	\$76,868.57				Expected	Actual
Amount Spent	\$76,868.57				Children	
Contract Length	1 year				0-12	0
Jobs Expected	31				Youth	
Jobs Created	29				13-18	11
Revenue	\$0.00				Adult 19-64	420
Expected					Seniors	
Revenue	\$0.00				65 +	4
Generated		TOTAL	150			
			435			

Project		Description		
Niagara West Hire Attire		The Hire Attire program provided gently used appropriate work clothing and accessories to individuals identified as possessing an income level which falls at or below the low-income cut-offs for their community. This project was a collaborative effort with partnering organizations, donations by citizens and the delivery of workshop sessions. This service was provided within the three Employment Help Centre locations.		
Agency				
Employment Help Centre				
Municipality				
Grimsby, Lincoln, West Lincoln				
Contract Requirements		Number Served		Result - This project assisted clients by reducing, if not eliminating the cost associated with the purchase of work appropriate outfits required to present themselves professionally to employers. Over 60 clients who accessed this service and/or participated in the First Impressions Workshop overcame barriers and secured employment. Clients also had access to a clothing rack on site from which to select additional items to supplement their wardrobe as the seasons changed.
Contract Amount	\$44,299.65	Expected	Actual	
Amount Spent	\$44,013.67	Children		
Contract Length	1 year	0-12	0	
Jobs Expected	48	Youth 13-18	4	
Jobs Created	63	Adult 19-64	78	
Revenue Expected	\$1,200.00	Seniors 65+	3	
Revenue Generated	\$1,203.76	TOTAL	85	
			92	

Project		Description		
Gateway of Niagara Outreach Worker		This project allowed the hiring of a Street Outreach Worker to provide mobile services and supports to our communities' most vulnerable and disadvantaged citizens. The Outreach Worker role was to establish a presence and a rapport with persons who are at urgent risk of becoming homeless and those who are chronically or persistently homeless. The needs of the consumers were assessed and they were assisted in acquiring housing and addressing secondary concerns where required.		
Agency				
Gateway				
Municipality				
Fort Erie, Niagara Falls, Port Colborne, Welland				
Contract Requirements		Number Served		Result - There is a need for affordable housing in Niagara. The number of people served is higher than expected because the outreach worker worked directly with people to find housing after buildings closed. The outreach worker connected people with the services they needed to move forward in their lives.
Contract Amount	\$129,434.15	Expected	Actual	
Amount Spent	\$129,434.15	Children		
Contract Length	2 years	0-12	0	
Jobs Expected	0	Youth 13-18	0	
Jobs Created	1	Adult 19-64	30	
Revenue Expected	\$0.00	Seniors 65 +	5	
Revenue Generated	\$0.00	TOTAL	35	
			87	

Project		Description		
Rental Assistance Service		The Rental Assistance Service provided eligible, low-income households with assistance to help with their monthly rent payments in the private market. The program is currently funded by the Grimsby Benevolent Fund. This program was established in 2016 as the client households being serviced through the Food Bank indicated a significant need for additional low-cost housing opportunities. The program reimbursed part of the difference between 30% of the individual's total income and their rent.		
Agency				
Grimsby Benevolent Fund				
Municipality				
Grimsby				
Contract Requirements		Number Served		Result - We saw a reduction in requests for utility supplements for those who were enrolled in the program. We also saw less eviction notices. There was a significant change in the wellbeing of individuals, who seemed less stressed. Individuals were able to focus on job searching due to being less stressed about their housing costs. Because of the interest from our community to provide this type of service, our Board of Directors increased our budget for 2018 in housing support to help more households.
Contract Amount	\$50,000.00	Expected	Actual	
Amount Spent	\$50,000.00	Children		
Contract Length	2 years	0-12	6	
Jobs Expected	0	Youth 13-18	8	
Jobs Created	0	Adult 19-64	18	
Revenue Expected	\$0.00	Seniors 65+	2	
Revenue Generated	\$0.00	TOTAL	34	
			49	

Project		Description			
Home Made		Home Made was a 21-week life skills program facilitated by Hannah House staff and collaborative community agencies twice a year, taught to ten young, pregnant, and parenting women under the age of 24 experiencing homelessness or at risk of homelessness. Home Made addressed the skills necessary to reduce the risks associated with homelessness and associated levels of poverty, such as education, employability, health, income and shelter.			
Agency					
Hannah House Maternity Home					
Municipality					
Niagara Falls					
Contract Requirements		Number Served		Result - Hannah House transitioned in December 2017 and could not complete the two-year commitment. One cohort of the Home Made project was completed. All residents who completed the program have been successfully housed independently in the community. One of the participants who completed the Ready to Rent portion of the training was able to address a landlord/tenant issue she faced after moving out. Many participants stated that they gained confidence in their parenting, boosted their self-esteem, ability to trust others, and learned to navigate what is a healthy boundary in a relationship.	
Contract Amount	\$11,483.91	Expected	Actual		
Amount Spent	\$2,870.13	Children			
Contract Length	Originally 2 but changed to 1 year	0-12	20		6
Jobs Expected	0	Youth 13-18	10		1
Jobs Created	0	Adult 19-64	10		5
Revenue		Seniors 65+	0		0
Expected Revenue	\$0.00	TOTAL	40		12
Revenue Generated	\$0.00				

Project		Description			
Inclusive Adventure Camps		Children living in poverty with identified disabilities were to participate in a free week of summer, winter or March Break camp activities. The camp experience expanded the campers' social views, enhanced skills, both physical and learning, increased self-esteem and provided them with hope.			
Agency					
Heartland Forest Nature Experience					
Municipality					
Niagara Falls					
Contract Requirements		Number Served			Result - The children learned new recreational, social and behavioural skills; trust was gained and friendships were built. Parents shared that the adversities many of the children faced at home in addition to poverty, included broken homes, disabilities, mental health struggles, as well as stories of abuse in the recent past and the trauma it left behind. This project helped make lifelong memories for these children, and gave them a real summer vacation they would not otherwise have been able to experience.
Contract Amount	\$44,055.00	Expected	Actual		
Amount Spent	\$43,872.11	Children			
Contract Length	1 year	0-12	100	95	
Jobs Expected	1	Youth			
Jobs Created	1	13-18	0	0	
Revenue	\$0.00	Adult 19-64	0	0	
Expected		Seniors			
Revenue	\$0.00	65 +	0	0	
Generated		TOTAL	100	95	

Project		Description			
Work Experience Program for Adults with Disabilities		This project was a structured and goal-oriented work experience program for adults with intellectual and developmental disabilities. This initiative removed barriers and increased equitable access to participation in community life and workplace opportunities through the development of knowledge and skills.			
Agency					
Heartland Forest Nature Experience					
Municipality					
All Niagara					
Contract Requirements		Number Served			Result - The Work Experience Program provided participants with customized training individualized to meet their specific needs and provided inclusion and self-awareness. Individuals were able to practice and build on their skills and confidence in a safe learning environment, were able to demonstrate a variety of tasks, and ultimately having hands on work experience on their resume, some were able to secure employment.
Contract Amount	\$49,494.50	Expected	Actual		
Amount Spent	\$49,479.20	Children			
Contract Length	1 year	0-12	0	0	
Jobs Expected	7	Youth 13-18	0	0	
Jobs Created	9	Adult 19-64	25	32	
Revenue Expected	\$0.00	Seniors 65+	40	44	
Revenue Generated	\$0.00	TOTAL	65	76	

Project		Description		
Strengthening Families for the Future		A family-focused program for the prevention of multiple developmental problems including mental health issues and early age substance misuse among high-risk children of all ages.		
Agency				
John Howard Society of Niagara				
Municipality				
Fort Erie, Niagara Falls, Pelham, Welland St. Catharines				
Contract Requirements		Number Served		Result - Participants who have been in the program have begun to use the strategies and the tools that they learned in the sessions. This is evident in the change in how individuals speak, act, and react to their children and spouses from the beginning of the program to the end of the program. We can measure the impact of the program by the positive comments that we receive. We also have people who either want to come back and do the program again or refer the program to friends and family members.
Contract Amount	\$77,391.11	Expected	Actual	
Amount Spent	\$77,391.11	Children		
Contract Length	1 year	0-12	70	
Jobs Expected	2	Youth 13-18	13	
Jobs Created	0	Adult 19-64	40	
Revenue Expected	\$0.00	Seniors 65+	5	
Revenue Generated	\$0.00	TOTAL	128	
			54	258

Project		Description			
Summer Family Literacy Program		A research based summer literacy program for families in low-income households with children who were identified as at-risk for developing foundational literacy skills. Families were selected from 10 different schools from both school boards in the Welland area.			
Agency					
Niagara Children's Centre					
Municipality					
Welland					
Contract Requirements		Number Served		Result - Over the course of the program, clinicians observed increased confidence in the parents'/grandparents'/caregivers' responses and positive interactions with their children. Parents reported feeling more knowledgeable, aware, capable and happier over all with how their children responded to the strategies and were thrilled with the progress in their children's literacy development. These outcomes will have a direct impact on the life long literacy skills for the children, their siblings and parents/caregivers themselves.	
Contract Amount	\$9,134.22	Expected	Actual		
Amount Spent	\$9,134.22	Children			
Contract Length	1 year	0-12	25		41
Jobs Expected	0	Youth 13-18	0		0
Jobs Created	0	Adult 19-64	18		30
Revenue Expected	\$0.00	Seniors 65 +	0		2
Revenue Generated	\$0.00	TOTAL	43		73

Project		Description			
Urban Indigenous Homeward Bound		This program is an integrated, innovative wrap-around model of support to help inadequately housed or homeless Indigenous mother-led families earn college diplomas, start careers and achieve economic self-sufficiency.			
Agency					
Niagara Regional Native Centre					
Municipality					
Niagara Falls, St. Catharines					
Contract Requirements		Number Served			Result - The following are primary outcomes that have taken place. Housing did not just become four walls for our families; it brought families that had been separated back together under one roof. Educational achievements have helped build self-esteem. Workshops provided through this project focused on cultural teachings and have been a huge success in bringing back cultural roots and breaking the colonization cycle. Families are on their way to maintaining permanent housing and economic independence.
Contract Amount	\$104,610.00	Expected	Actual		
Amount Spent	\$97,861.03	Children			
Contract Length	2 years	0-12	8	16	
Jobs Expected	0	Youth 13-18	4	2	
Jobs Created	1	Adult 19-64	5	9	
Revenue Expected	\$0.00	Seniors 65 +	0	0	
Revenue Generated	\$0.00	TOTAL	17	27	

Project		Description		
Housing Stability and Life-Skills Coach		This initiative provided intensive case management services to newly housed participants in order to increase housing stability and prevent eviction. A Life Skills & Housing Coach helped clients access support programs such as employment, addiction and mental health services, etc.		
Agency				
Port Cares				
Municipality				
Port Colborne, Wainfleet				
Contract Requirements		Number Served		Result - Success was demonstrated through the increased awareness and access to resources such as food and utilities supports. The one-on-one supports provided to individuals residing in the Housing Support Program units had some individuals take steps to upgrade their literacy or computer skills; while others revisited interests or needs they otherwise believed to be unachievable. Outcomes included increased attendances/connections and access to various agencies/ services.
Contract Amount	\$68,643.30	Expected	Actual	
Amount Spent	\$56,486.25	Children		
Contract Length	1 year	0-12	0	
Jobs Expected	0	Youth 13-18	10	
Jobs Created	0	Adult 19-64	10	
Revenue Expected	\$0.00	Seniors 65+	0	
Revenue Generated	\$0.00	TOTAL	120	
			184	

Project		Description		
Housing Stability Program		This project has allowed Project SHARE to provide new and expanded services including; annual dental cleanings, laundromat services, emergency prescriptions for those with no coverage, transportation assistance, boots or shoes to people in need and feminine hygiene products. These services collectively helped to maintain and stabilize housing, as well as improving the general health of those living in poverty.		
Agency				
Project SHARE of Niagara Falls Inc.				
Municipality				
Niagara Falls				
Contract Requirements		Number Served		Result - Assisted clients with 503 dental cleanings (some more than once); provided 347 laundry vouchers and detergent; more than 70 individuals with a prescription; 200 boot/shoe vouchers and hundreds of clients with housing help, transportation assistance, and feminine hygiene products. People in deep poverty receiving these additional services helps them to put their limited income towards rent, thus stabilizing their housing.
Contract Amount	\$117,612.00	Expected	Actual	
Amount Spent	\$109,249.05	Children		
Contract Length	2 years	0-12	40	
Jobs Expected	0	Youth 13-18	30	
Jobs Created	0	Adult 19-64	30	
Revenue	\$0.00	Seniors 65+	0	
Expected Revenue	\$0.00	TOTAL	395	
Revenue Generated			481	

Project		Description		
Water – A Basic Need		Homeless prevention workers provided financial assistance for individuals living in poverty with late and unpaid water bills which has resulted in disconnection of service. To ensure bills continue to be paid a negotiation process occurred, empowering people to pay a portion of the outstanding bill with budgeting and financial literacy support provided.		
Agency				
Project SHARE of Niagara Falls Inc.				
Municipality				
Niagara Falls				
Contract Requirements		Number Served		Result - The number of clients served, including youth and children, was higher than anticipated. More and more families on low incomes are struggling to pay rent, utilities, food, clothing and other expenses due to the rising costs of everything including housing. Very few rentals are all inclusive leaving clients to pay rent plus utilities making it more difficult to keep up with their expenses. This project made a difference for many of our clients and their families. Without this type of assistance, many more people would be dealing with homelessness.
Contract Amount	\$43,999.00	Expected	Actual	
Amount Spent	\$37,793.28	Children		
Contract Length	2 years	0-12	35	
Jobs Expected	0	Youth 13-18	40	
Jobs Created	0	Adult 19-64	120	
Revenue Expected	\$0.00	Seniors 65+	20	
Revenue Generated	\$0.00	TOTAL	215	
				470

Project		Description		
Art Me Up		Art Me Up provided opportunities to marginalized people in visual arts, drama, poetry, music, film production and storytelling. Led by an artist-facilitator, Art Me Up participants were provided an outlet to use creativity to tell stories about their lived reality.		
Agency				
Start Me Up Niagara				
Municipality				
St. Catharines				
Contract Requirements		Number Served		Result - This project has exceeded our expectations in the number of participants and in the revenue generated. Mediums have included visual and performing arts. The relationships with neighbours at the Art Garage are changing into partnerships. This program has had a positive impact to our participants' mental well-being, sense of inclusion and community. We are proud to have had their work featured throughout the community, and at City Hall in the 'Songs of the City', and in various galleries and local cafes.
Contract Amount	\$34,386.00	Expected	Actual	
Amount Spent	\$34,386.00	Children		
Contract Length	1 year	0-12	0	
Jobs Expected	1	Youth 13-18	0	
Jobs Created	1	Adult 19-64	45	
Revenue Expected	\$2,000.00	Seniors 65+	15	
Revenue Generated	\$2,824.00	TOTAL	60	
			82	

Project		Description		
Home at Last, Home to Stay		This project provided support and outreach to newly housed or precariously housed individuals by assisting them in retaining housing and maintaining a home. A coach worked on issues that negatively affected their ability to remain housed. The work included in-home supports, coaching, and individual counseling and life skills training.		
Agency				
Start Me Up Niagara				
Municipality				
St. Catharines				
Contract Requirements		Number Served		Result - Beyond finding housing and providing in house support, breaking the loneliness and isolation of many of our clients was very important. Results include supporting clients to reconnect with family, encouraging them to attend meetings, encouraging them to volunteer, signing them up to the YMCA, connecting them to the CMHA case manager who works at the SMUN drop in centre, and helping them find appropriate medical care.
Contract Amount	\$89,030.00	Expected	Actual	
Amount Spent	\$89,030.00	Children		
Contract Length	2 years	0-12	0	
Jobs Expected	1	Youth 13-18	0	
Jobs Created	1	Adult 19-64	35	
Revenue Expected	\$0.00	Seniors 65+	10	
Revenue Generated	\$0.00	TOTAL	45	
			95	

Project		Description			
Manufacturing Supply Chain Services Training Program		Start Me Up Niagara collaborated with WP Warehousing on this project to provide clients with a variety of training options in the manufacturing supply chain sector. This included logistics, warehousing, inventory control, shipping, exporting, building / truck maintenance, bottle washing and involvement in circular economy projects.			
Agency					
Start Me Up Niagara					
Municipality					
St. Catharines					
Contract Requirements		Number Served		Result - The project provided 37 paid employment opportunities for 35 people living on Ontario Works and the Ontario Disability Support Program (two people received two jobs). Participants received training, employment opportunities, work experience, and improved confidence and aspirations. Income from employment was the biggest example of change: between July 2017 and March 2018, over \$65,000 has been paid to SMUN participants in the program, leading to better health outcomes for many participants.	
Contract Amount	\$126,477.12	Expected	Actual		
Amount Spent	\$126,477.12	Children			
Contract Length	2 years	0-12	0		0
Jobs Expected	32	Youth 13-18	4		1
Jobs Created	37	Adult 19-64	40		34
Revenue Expected	\$0.00	Seniors 65+	4		0
Revenue Generated	\$0.00	TOTAL	48		35

Project		Description			
Laundry Services		This program provided laundering classes, transportation, and childcare. Laundry facilities have an industrial thermal disinfection system that guarantees to kill bedbugs and lice, which is not offered in regular laundromats.			
Agency					
Westview Christian Fellowship					
Municipality					
St. Catharines					
Contract Requirements		Number Served			Result - Women are doing their laundry at the centre and are saving money, which can be spent on food etc. This project is a service that is not offered anywhere else in the area and is much needed. The cost of laundry and the cost of dealing with bedbugs, and fleas is so expensive that often people just live with it or move and just spread the problem. This funding helped create a permanent solution with children going to school cleaner and with fewer issues.
Contract Amount	\$22,603.53	Expected	Actual		
Amount Spent	\$22,528.10	Children			
Contract Length	1 year	0-12	70	41	
Jobs Expected	2	Youth			
Jobs Created	5	13-18	35	27	
Revenue	\$0.00	Adult 19-64	150	229	
Expected Revenue	\$0.00	Seniors 65+	50	31	
Generated		TOTAL	305	328	

Project		Description		
Westview Centre4Women		This project provided workshops and supplies to women living in poverty to create a better quality of life. Access to meals, pantry services, daycare, literacy, transportation, education, employment and housing assistance was made available through this funding.		
Agency				
Westview Christian Fellowship				
Municipality				
St. Catharines				
Contract Requirements		Number Served		Result - We watched women grow in a way that is not possible without the tools required. Women have gained full time work; some have gone back to school. We worked with public health to provide the most nutritious meals we can for breakfast and lunches as well as teaching workshops around this issue. We feel like every time we have an event the women take ownership of that event and we are building leaders in our community In addition to achieving the expected number of people served, many other people experienced benefits from this program as part of developing the support system of individual participants.
Contract Amount	\$103,851.00	Expected	Actual	
Amount Spent	\$103,851.00	Children		
Contract Length	2 years	0-12	200	
Jobs Expected	175	Youth		
Jobs Created	108	13-18	75	
Revenue	\$0.00	Adult		
Expected Revenue	\$0.00	19-64	2,000	
Generated		Seniors		
		65+	200	
		TOTAL	2,475	2,475