

CANADA MORTGAGE AND HOUSING CORPORATION (CMHC) DETAILED ACTION PLAN

to the recommendations of the Audit on Chronic Homelessness of the 2022 Report of the Auditor General of Canada

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
65.1	<p>The Canada Mortgage and Housing Corporation should assess the impact of its programs on vulnerable groups at all stages of its National Housing Strategy initiatives. Including the following:</p> <ul style="list-style-type: none"> • Define the housing needs of vulnerable groups, how it will prioritize meeting those needs and what the successful result of this prioritization would be 	<p>Agreed.</p> <p>The National Housing Strategy (NHS) is comprised of a variety of initiatives which form a toolkit to support Canadians across the entire housing continuum, from those most in need to those wanting to buy their first home.</p> <p>Addressing the housing needs of vulnerable Canadians is one of six key priority areas for action of the NHS which it works to accomplish across a variety of programs while also supporting investments across the housing continuum, including market housing.</p> <p style="margin-left: 40px;">1. Currently, NHS programs that are designed to support those in need include operational procedures to prioritize projects which support NHS</p>	<p>CMHC can identify the extent to which vulnerable groups have successfully been prioritized by its programs</p>	March 2024	<p>CMHC will maintain current operational procedures to prioritize projects which support NHS vulnerable populations.</p> <p>CMHC will leverage its program data, upcoming evaluations, and data from the record-linkage project in partnership with Statistics Canada to:</p> <ul style="list-style-type: none"> • Further define and analyse the housing needs of vulnerable populations, including those benefiting from NHS initiatives by end of December 2023 • Define the successful result of NHS programs in prioritizing vulnerable populations by end of December 2023 • Measure how programs are meeting these needs by March 2024 	<p>Romy Bowers, President and CEO, Canada Mortgage and Housing Corporation (CMHC)</p>	

		<p>vulnerable populations. Going forward, CMHC will further define and analyze the housing needs of vulnerable populations and measure how its programs are meeting these needs as well as define the successful result of its programs in prioritizing vulnerable populations by the end of December 2023.</p>				
65.2/3	<p>The Canada Mortgage and Housing Corporation should assess the impact of its programs on vulnerable groups at all stages of its National Housing Strategy initiatives. Including the following:</p> <ul style="list-style-type: none"> • Develop performance measures and report on whether housing outcomes for vulnerable groups are improving • Verify who is being housed in units generated and supported by its initiatives and use this data to determine whether program adjustments are required so that the housing 	<p>2/3. CMHC currently uses performance measures and administrative data to assess which vulnerable populations proponents intend to serve and are assisting through its programs.</p> <p>CMHC will work on strategies to access more comprehensive administrative data and report on information about those being housed in NHS units by the end of December 2023 through its public reporting tools.</p> <p>In addition, to understand who is being assisted by the</p>	<p>CMHC is better able to confirm who is being housed in NHS-supported units.</p> <p>CMHC can measure and report on whether housing outcomes for vulnerable groups are improving.</p> <p>CMHC can determine whether program adjustments are required to meet the needs of vulnerable groups.</p>	<p>December 2023</p> <p>March 2024</p> <p>December 2023</p>	<p>CMHC will continue to use performance measures and administrative data to assess which vulnerable populations proponents intend to serve and are assisting through its programs.</p> <p>CMHC will further develop strategies, including through the Statistics Canada record-linkage project, to access more comprehensive administrative data regarding who is being housed in NHS units by end of December 2023.</p> <p>CMHC will report on its progress through its website as well as through the Triennial NHS Report to Parliament expected to be published in 2023-24.</p>	

	<p>needs of vulnerable group are met</p>	<p>units generated through the NHS and how their needs are being met, CMHC has initiated a record-linkage project in partnership with Statistics Canada. This project will provide demographic and outcome-based data on households being housed in NHS units. This will allow CMHC to assess who is being assisted in unit while respecting the privacy of occupants.</p> <p>The data will also be made available around mid-2023 through the Research Data Centres to promote and leverage external research capacity on housing. CMHC expects to have reporting on this available in late 2023.</p> <p>CMHC will report on its progress in achieving this commitment through its website as well as through the Triennial NHS Report to Parliament which is expected to be</p>					
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		published in fiscal 2023-24.					
65.4	Take the necessary steps to align the definitions of affordability for all initiatives so that they are consistent	4.The NHS targets individuals across the housing continuum from those most in need to market rental and first-time homeownership. While this requires that programs target different thresholds of need and depths of affordability, CMHC will review and take the necessary steps to align how affordability is measured within its programs, as well as how affordability is reported for NHS programs by the end of December 2023 with a goal of reflecting this in public reporting by the end of March 2024	CMHC has reviewed and taken the necessary steps to align how affordability is measured within its programs with consideration for the intent of programs. CMHC public reporting reflects changes to how affordability is measured.	December 2023 March 2024	CMHC will align how affordability is measured across NHS programs, and how affordability is reported on for the programs by the end of December 2023. CMHC will publicly report on the updated affordability measures by the end of March 2024.		
79.1	The Canada Mortgage and Housing Corporation and Infrastructure Canada should: <ul style="list-style-type: none"> Align, coordinate and integrate their efforts to meet the housing needs of priority vulnerable groups, including people 	Agreed. While federal efforts are only one component of addressing homelessness, CMHC and Infrastructure Canada recognize that preventing and reducing homelessness, including chronic	Improved alignment, coordination and integration of federal efforts to prevent and reduce homelessness and chronic homelessness	December 31, 2023	Fall 2022 (completed) Establish an Assistant Deputy Minister-level committee between INFC and CMHC to collaborate more formally on infrastructure, housing and homelessness. This will lead to stronger policy collaboration to		

	<p>experiencing chronic homelessness</p>	<p>homelessness requires clear accountability, alignment of federal initiatives and cross-jurisdictional support and efforts. While CMHC is the lead and accountable for the NHS as a whole, CMHC and Infrastructure Canada will work with central agencies by December 31, 2023, to clarify accountability for the achievement of the chronic homelessness NHS target.</p> <p>In support of improved alignment, coordination and integration on homelessness and chronic homelessness including prevention, subsequent to the initial audit period, an Assistant Deputy Minister-level committee between CMHC and Infrastructure Canada was established to collaborate more formally on infrastructure, housing, and homelessness. Two additional interdepartmental committees will be struck in 2022-23: one across federal organizations to facilitate efforts on chronic homelessness; and the other with Veterans Affairs Canada to support the implementation of the new Veteran Homelessness Program.</p>			<p>achieve federal housing and homelessness objectives.</p> <p>Winter 2023 Establish two additional Assistant Deputy Minister-level committees to improve alignment, coordinated an integration:</p> <ul style="list-style-type: none"> • An interdepartmental committee on chronic homelessness that will meet regularly to facilitate greater coordination and alignment between organizations on efforts related to homelessness and chronic homelessness. • An interdepartmental committee to promote alignment, share emerging gaps, and coordinate the range of federal initiatives available to support the implementation of the Veteran Homelessness Program. <p>Develop an awareness strategy for funding opportunities for the homeless-serving sector. This work is intended to ensure that Reaching Home's funding recipients are aware of other available funding opportunities and programs offered through</p>		
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79.2	Engage with central agencies to clarify accountability for the	While CMHC is the lead and accountable for the NHS as a	Clear federal accountability for the	December 31, 2023	Winter to Spring 2023		

	<p>National Housing strategy to eliminate gaps</p>	<p>whole, CMHC and Infrastructure Canada will work with central agencies by December 31, 2023, to clarify accountability for the achievement of the chronic homelessness NHS target.</p>	<p>NHS target to reduce chronic homelessness by 50%.</p>		<p>CMHC and INFC will collaborate to clarify and define federal accountability for the National Housing Strategy's target to reduce chronic homelessness by 50% by 2027-28, including identifying:</p> <ul style="list-style-type: none"> • The lead federal organization responsible for the achievement of this target, along with supporting federal organizations included in the scope of the target; and, • Identify which federal initiatives contribute directly and those that contribute indirectly to the target's achievement <p>Summer to Fall 2023</p> <p>CMHC and INFC will leverage the forthcoming interdepartmental committee on chronic homelessness to assess this stream of work on federal accountability for the National Housing Strategy target on chronic homelessness and examine gaps.</p>		
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