

# Community Outcomes Report

## Key Messages

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**Homeless Individuals and Families Information System**



Housing, Infrastructure  
and Communities Canada

Logement, Infrastructures  
et Collectivités Canada

Canada 

## Key Messages | Community Outcomes Report

Aussi disponible en français sous le titre : *Rapport sur les résultats communautaires message clés*

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## Revision History

Document Version	Document Release Date	HIFIS Release	Changes
1.0	2025	4.0.60.5	Document released.

### Overview

The Community Outcomes Report (COR) is a Crystal Report built for HIFIS that generates data to support systems-level analysis of homelessness during a selected timeframe. It was developed in partnership between [Housing, Infrastructure and Communities Canada \(HICC\)](#), the [Canadian Alliance to End Homelessness \(CAEH\)](#), and [ACRE Consulting](#). The COR provides information on (active) homelessness, system inflows and outflows, and breakdowns by population groups to help communities track changes over time.



The COR was created by combining features of the Reaching Home Community Outcomes Report (formerly the Community Homelessness Report) and the CAEH Inflow/Outflow report. These two reports produced different numbers, which caused confusion and frustration among BFZ-C communities using both reports.

As a result, communities asked for a single report, with the same methodology for both HICC and CAEH's Built for Zero Canada (BFZ-C). The COR addresses this concern by replacing the previous reports and offering:

- a consistent and standardized approach to measure homelessness outcomes across Canada;
- a more comprehensive view of system inflows and outflows at the community level; and,
- a tool that supports data quality improvements and system-level changes.

The report generates data to assist communities in meeting their reporting requirements for:

- Reaching Home Community Homelessness Reports;
- The Homelessness Indicator Project;
- The Homelessness Reduction Innovation Fund;
- Built for Zero Canada.

The COR was designed to align with the Canadian Methodology for Calculating Homeless-Serving System Inflows, Outflows, and Active Homelessness (see [Annex A](#) for the detailed diagram of this methodology). This methodology helps promote

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consistency in how communities across Canada calculate their data and measure progress towards outcomes.

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#### Intended Audience

- Communities funded under the Reaching Home Designated Communities stream, territorial capitals funded under the Reaching Home Territorial Homelessness stream and communities participating in Built for Zero Canada (BFZ-C).
- The Community Outcomes Report (COR) has been developed for communities that use HIFIS.
- Note: Communities that use an alternative, federally approved HMIS are required to develop an equivalent report that can generate the Reaching Home Core Outcomes<sup>1</sup> and follows the Canadian Methodology for Calculating Homeless-Serving System Inflow, Outflow and Active Homelessness Data (“the Methodology”) (see Annex A).

#### Highlights

- A new HIFIS report is being developed called the Community Outcomes Report (COR).
- The COR in HIFIS enables communities to measure homelessness at a systems level, including the number of people experiencing (active) homelessness, inflows and outflows, as well as trends for specific population groups over a chosen timeframe. It uses a standardized methodology designed to enhance data quality<sup>2</sup>. By utilizing the COR for measuring homelessness and tracking changes over time, communities can achieve greater data consistency<sup>3</sup> – an essential part of high-quality data.
- Housing, Infrastructure and Communities Canada (HICC) developed the COR in partnership with the Canadian Alliance to End Homelessness (CAEH) and ACRE Consulting. To create the COR, elements of two HIFIS reports were consolidated – the Reaching Home Community Outcomes Report (maintained by HICC) and the CAEH Inflow/Outflow Report (maintained by CAEH) and, once the COR is available, these previous reports will be retired.

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<sup>1</sup> Reaching Home Core Outcomes include reductions in overall homelessness, new inflows into homelessness, returns to homelessness, Indigenous homelessness and chronic homelessness.

<sup>2</sup> Data quality is defined by HICC as a measurement of how well a dataset meets the standard for its intended use.

<sup>3</sup> Data consistency is a dimension of data quality that assesses the extent to which the dataset remains the same across all related systems, applications and databases.

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- With the COR, communities will have access to a single report that measures homelessness at the systems level using best practices in the homeless-serving sector. It is anticipated that the COR will be available in spring 2025.
- Communities will be required to use the COR for all reporting to HICC by March 31, 2026, including the Community Homelessness Report (CHR) and the Homelessness Indicator Project (HIP). Communities are encouraged to use the COR for their data submissions to CAEH's Built for Zero Canada (BFZ-C) as soon as it is available. BFZ-C Improvement Advisors will be reaching out to communities to further explore and support this opportunity.

## Key Features and Benefits

### Alignment and Consistency:

- The COR gives communities a single, consolidated HIFIS report that aligns with standardized methodology for measuring homelessness at a systems level across Canada (see Annex A), ensuring consistency<sup>4</sup> in how homelessness is defined, measured and reported within communities and across the broader homeless-serving sector.
- With data consistency, communities share a common understanding of homelessness and adopt a unified approach to measuring it. This includes standardized indicators for the number of people who are currently experiencing homelessness and trend analyses to track changes in inflows and outflows over time.
- Data consistency makes it easier for communities to share best practices with each other, making it possible to replicate data-driven strategies and achieve similar results. With data consistency, there is also greater confidence that homelessness trends reported at the community, provincial/territorial and national levels are reliable.

### All Inflow and Outflow Pathways:

- The COR includes aggregate data for all inflow and outflow pathways, giving communities a picture of transitions into and from homelessness at the systems level over any period of time. It also includes data for transitions into chronic homelessness.
- Measuring homelessness using the COR is based on active homelessness status, which is calculated using three factors in HIFIS: consent, housing history, and client state.
- Transitions into homelessness include the following pathways:
  - People experiencing active homelessness for the first time (in the dataset)
  - People returning to active homelessness following:
    - Reactivated consent;

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<sup>4</sup> Data consistency is a dimension of data quality that assesses the extent to which the dataset remains the same across all related systems, applications, and databases.

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- A period of time in housing, a public institution, transitional housing or unknown living situation; and/or
- A period of inactivity.
- Transitions from homelessness include the following pathways:
  - People exiting active homelessness following:
    - Expired consent;
    - Moving into housing or staying in a public institution, transitional housing or unknown living situation; and/or
    - Inactivity after 90 days.
  - People experiencing homelessness who have died

### Individual-Level Data:

- The COR gives communities the option to display person-specific data<sup>5</sup>, revealing who is currently experiencing homelessness, as well as who inflowed into homelessness, who outflowed from homelessness, and who transitioned into chronic homelessness.
- This feature allows communities to use the COR to measure outcomes at the individual level, which can inform service planning activities. Person-specific data can also be used to support data quality audits, helping to confirm who is included or excluded from aggregate-level results.
- All reporting to HICC and BFZ-C will continue to be aggregate data only, not person-specific data.

### Reaching Home Outcomes and BFZ-C Indicators:

- The COR includes people who have experienced active homelessness for at least one day during the reporting period.
- The COR allows communities to generate aggregate-level data to set baselines and homelessness reduction targets, as well as track local progress against these targets over time for all five Reaching Home outcomes during a specific reporting period:
  - Overall homelessness (“active homelessness”)
  - New inflows into homelessness (“new to active homelessness”)
  - Returns to homelessness from housing, public institutions and transitional living situations (the “Change to Housing Status” sub-set of “return to active homelessness” that includes returns to homelessness from housing, transitional living situations and public institutions, but not returns from “an unknown living situation”)
  - Indigenous homelessness (subset of “active homelessness”)

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<sup>5</sup> Person-specific data for homelessness includes information on unique individuals experiencing or at-risk of experiencing homelessness (currently or in the past) collected with their consent. This information typically includes names (or another unique identifier), homelessness and housing history, as well as health and housing needs.

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- Chronic homelessness (subset of “active homelessness”)
- Note: The indicators above are the same as those used for the Community Homelessness Report and the Homelessness Indicator Project.
- The COR also allows communities to generate aggregate-level data for BFZ-C during a specific reporting period:
  - Overall homelessness (“active homelessness”)
  - Inflows to homelessness:
    - New inflows into homelessness (“new to active homelessness”)
    - People returning from housing (a subset of “return to active homelessness”)
    - People returning from a period of inactivity (a subset of “return to active homelessness”)
    - People returning for other reasons (remaining options under “return to active homelessness”: a) renewal of an active consent and/or b) transitions from a public institution, transitional housing or unknown living situation)
  - Outflows from homelessness:
    - People that moved to housing (a subset of “exit from active homelessness”)
    - People that were inactive after 90 days (a subset of “exit from active homelessness”)
    - People exiting for other reasons (remaining options under “exit from active homelessness: a) consent has ended and/or b) transitions to a public institution, transitional housing or unknown living situation)
    - People that have died
  - Chronic homelessness
    - People transitioning into chronic homelessness
- The COR also provides inflow and outflow data for specific groups, where results are displayed for overall homelessness and chronic homelessness. These groups include:
  - Unsheltered and sheltered homelessness
  - People who identify as Indigenous
  - People who identify as a Veteran
  - Gender identity
  - Family status
  - Age

### **Improved Data for Policy, Program Development, and Systems Improvement:**

- The COR gives communities valuable data to refine policies, improve programs and services, and make systems-level improvements towards targeted interventions to prevent and reduce homelessness. Communities can generate the COR for any timeframe – a day, week, month or calendar/fiscal year, for example.

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- Communities can submit data to BFZ-C using the COR. BFZ-C will continue to use community-level data for visualization, improvement coaching, CAEH confirmation of quality data, and to inform policy advocacy efforts.
- Community-level data generated by COR and provided to HICC will inform federal policy and program development and updates, as well as contribute to the national dataset used by the Government of Canada to better understand homelessness trends across the country.

## Transition and Impact on Communities

### Alignment with BFZ-C Reporting

- When the COR is available, the CAEH Inflow/Outflow HIFIS Report will be retired and communities will be encouraged to use the COR for their data submissions to CAEH's Built for Zero Canada (BFZ-C).

### No Immediate Impact on 2024-25 Community Homelessness Reports:

- The current Reaching Home Community Outcomes HIFIS Report can be used for 2024-25 Community Homelessness Reports to allow time for transition to the COR as needed.

### Mandatory Use by Spring 2026 for HICC:

- Communities will be required to use the COR for all reporting to HICC by March 31, 2026, including the Community Homelessness Report (CHR) and the Homelessness Indicator Project (HIP).
- Once the COR is available, the Reaching Home Community Outcomes Report will be retired.

### Support for Transition:

- HICC and CAEH will support communities transition to using the COR as their primary source of data on homelessness at the systems level. To access this support, communities can reach out to the HIFIS Help Desk or their BFZ-C Improvement Advisor

## Long-term Goals and Priorities

### Comprehensive Data<sup>6</sup>:

- The COR provides a full picture of homelessness (referred to as “total active homelessness”). It tracks all episodes and shows the full scope of homelessness in communities, with results displayed for overall homelessness, chronic homelessness, and different population groups.

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<sup>6</sup> Data comprehensiveness is a dimension of data quality that measures the degree to which the data accurately reflects community-level homelessness.

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### Improving Data Quality Over Time:

- Communities are encouraged to adopt best practices for capturing timely, comprehensive and complete data on homelessness.
- With the addition of individual-level details, the COR gives communities the data they need to identify data quality issues, so they can address gaps and improve their data practices over time.

### Consistency in Data Reporting:

- By adopting a standardized housing continuum<sup>7</sup> and methodology for calculating homelessness, including the federal definition of chronic homelessness<sup>8</sup>, the COR ensures that homelessness data is consistent across communities and aligned with shared reporting standards. This allows for more accurate systems-level analysis and reporting across Canada.

## HICC's Ongoing Commitment to Data Improvement

- HICC will continue to work with CAEH and ACRE Consulting to refine and update the COR to meet the evolving needs of communities.
- Future improvements to HIFIS will continue to focus on enhancing functionality and improving data quality, ensuring that communities have the tools they need to make informed decisions and track progress in preventing and reducing homelessness.

## Support and resources

- Communities can contact their BFZ-C Improvement Advisor or their HICC Engagement and Program Officer for support on transitioning to the new Community Outcomes Report and on having change management conversations in their community.
- For technical assistance relating to the COR, communities can reach out to [support@hifis.ca](mailto:support@hifis.ca).
- For more information on HIFIS, refer to the [Homelessness Learning Hub](#)

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<sup>7</sup> The housing continuum is available on page 89 of the Homelessness Glossary for Communities: [https://homelessnesslearninghub.ca/wp-content/uploads/2024/04/Homelessness\\_Glossary\\_for\\_Communities.pdf](https://homelessnesslearninghub.ca/wp-content/uploads/2024/04/Homelessness_Glossary_for_Communities.pdf)

<sup>8</sup> Chronic homelessness refers to persistent or long-term homelessness where people have: (1) Been homeless for at least 180 days at some point over the course of a year (not necessarily consecutive days); and/or, (2) Recurrent episodes of homelessness over three years that total at least 18 months. Additional information is available on page 17 of the Homelessness Glossary for Communities: [https://homelessnesslearninghub.ca/wp-content/uploads/2024/04/Homelessness\\_Glossary\\_for\\_Communities.pdf](https://homelessnesslearninghub.ca/wp-content/uploads/2024/04/Homelessness_Glossary_for_Communities.pdf)

# Annex A – Canadian Methodology for Calculating Homelessness-serving System Inflows, Outflows, and Active Homelessness

