

## COMMUNITY HOMELESSNESS REPORT SUMMARY

City of Greater Sudbury

2022-2023

The Community Homelessness Report (CHR) is an annual Reaching Home reporting deliverable that supports communities to prevent and reduce homelessness using a more coordinated, systems-based and data-driven response. The CHR was designed to support local discussions and decision making, using all of the information about homelessness currently available at the community level. Communities are encouraged to use their CHR data to develop clear plans of action that help them to reach their homelessness reduction targets and to leverage the collective efforts of service providers working across the community, regardless of how they are funded.

**This is a summary of the CHR for the 2022-23 reporting cycle.** It shows the community's self-assessment of Reaching Home implementation, which includes the following key components:

- meaningful collaboration between Indigenous and non-Indigenous partners (see Section 1);
- community-level governance, coordinated service delivery (Coordinated Access) and use of a Homelessness Management Information System or HMIS (see Section 2); and,
- an outcomes-based approach (tracking community-level outcomes and progress against targets using a Unique identifier or By-Name List, referred to as a List; see Section 3).

If the community was able to report on outcomes and targets, this CHR Summary also includes results for each of the five core outcomes of Reaching Home (see Section 4).

## Section 1. Community Context – Collaboration between Indigenous and Non-Indigenous Partners

Does your community, as a Designated Community (DC), also receive Reaching Home Indigenous Homelessness (IH) funding?

Yes – DC and IH funding streams co-exist

Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the DC CE and the IH CE and/or IH CAB over the reporting period?

Yes

Describe this collaboration in more detail.

Collaboration with Indigenous organizations:

A representative from the Indigenous Homelessness (IH) Community Entity (CE) sits on the Designated community (DC) Community Advisory Board (CAB) and vice versa. A member from the N'swakomok Native Friendships Centre and Ontario Aboriginal Housing Services sits on the Housing First Steering Committee and participates in the weekly Housing Assessment Review Team for the Coordinated Access System.

Design and Implementation of Coordinated Access:

The following steps were designed and implemented with input and guidance from Indigenous service providers -

1. Upon intake, staff will offer the option to contact the Indigenous agency(s) to add the individual to the list.
2. Staff at an Indigenous-led agency will offer to complete either the Service Prioritization Decision Assistance Tool (VI-SPDAT) assessment tool or an Indigenous Assessment Tool "Wiidookodaadiwin Ozhi" Assessment" as an assessment in place of the VI-SPDAT tool.
3. Individuals who identify as Indigenous are offered housing supports by Indigenous organizations through Coordinated Access (e.g. Housing Case Management through Ontario Aboriginal Housing Services or Rapid Re-Housing Supports through N'Swakamok Native Friendship Centre), in addition to non-Indigenous services.

Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the DC or Territorial Homelessness (TH) CE and local Indigenous organizations over the reporting period?

Yes

Describe this collaboration in more detail.

A member of the Indigenous Homelessness CE and leader of the ICAB sits on the Designated Community CAB and a member of the Designated Community CAB participates in the ICAB. Members of the both CAB's participated in the the development and implementation of HIFIS and Coordinated Access and continue to participate in the oversight of both initiatives. Updates on HIFIS and Coordinated Access are provided to the DC CAB and ICAB on a regular basis. Collaboration continues between the IH CE and the DC CE on how to effectively utilize Reaching Home funding towards collaborative efforts.

The DC CE and the IH CE have partnered for the Active Research on Chronic Homelessness (ARCH) project funded through Reaching Home to explore systems alignment with child welfare system and its outcomes for Indigenous Youth.

With respect to the completion of the Community Homelessness Report (CHR), was there ongoing, meaningful collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or IH CAB?

Yes

Describe this collaboration in more detail.

The IH CE and the IH CAB collaborate regularly with the DC CE and DC CAB on the data collected and input provided in the CHR. The IH CE and IH CAB wanted to make sure that the services offered by Indigenous agencies in our community were differentiated. This helped to avoid blanket 'Indigenous organizations' statements. The collaboration for the CHR took place via a call for input followed by a meeting between representatives from both CABs. The impact of the input was more inclusive information being provided for a more complete picture of the community.

Does your community have a separate IH CAB?

Yes

Was the CHR also approved by the IH CAB?

Yes

## Section 2. Coordinated Access and Homelessness Management Information System (HMIS) Self-Assessment

### Summary Tables

The table below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements for Coordinated Access and an HMIS.

	Met	Started	Not Yet Started
<b>Number of minimum requirements</b>	18	0	0

The table below shows the percentage of minimum requirements completed for each core Coordinated Access component.

Governance	HMIS	Access Points to Service	Triage and Assessment	Coordinated Access Resource Inventory	Vacancy Matching and Referral
100%	100%	100%	100%	100%	100%

## Summary Comment

Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to achieve the Reaching Home minimum requirements?

### Coordinated Access:

Our community's Coordinated Access System was launched in July 2021 among eight agencies. Since this time, four additional agencies have been onboarded to the process. Training is available to all new staff at each agency participating in Coordinated Access.

Continued improvement changes to the Coordinated Access System are brought to the Coordinated Access Sub Committee and then to the Housing First Steering Committee for approval. As acknowledged by Built for Zero Canada, a Quality By-Name List was achieved in March 2022.

A weekly meeting is held with a representative from each participating agency to conduct the program matching and referral process and provide updates to the By-Name List. Quarterly meetings are also held with a Built for Zero Improvement Advisor to improve the system.

To meet the needs of individuals experiencing unsheltered homelessness, including those staying in encampments, the Community Outreach Team attends day programs and encampment sites to provide support to obtain housing, basic needs and add individuals to the By-Name List. Housing resources for individuals experiencing unsheltered homelessness have been prioritized through Coordinated Access. Additional Client Navigator staff have been added to the City's Social Services staff to increase access to the By-Name List and support housing related issues.

### Homeless Individuals and Families information System (HIFIS) 4.0:

HIFIS 4.0 was launched in early 2021 among six service providers. Since this time, one additional service provider has been onboarded to the system. HIFIS is utilized on a daily basis by shelter providers and housing case managers to record program information. Updates to the HIFIS system are implemented as they are released. Training is available to all new HIFIS users. Regular audits are completed in HIFIS to ensure data integrity.

## Section 3. Outcomes-Based Approach Self-Assessment

### Summary Tables - Minimum Requirement

The tables below provide a summary of the work your community has done so far to transition to an outcomes-based approach under Reaching Home.

Step 1: Has a List	Step 2: Has a real-time List	Step 3: Has a comprehensive List
Yes	Yes	Yes

#### Step 4: Can report monthly outcomes and set targets using data from the List (reporting in Section 4 is mandatory for 2023-24 CHR's, if not earlier)

List was in place as of January 1, 2023 (or earlier)	Can generate monthly data	Has set targets	Has an outcomes-based approach in place
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

#### Step 4: Can report annual outcomes and set targets using data from the List (reporting in Section 4 is mandatory once annual data can be generated)

List was in place as of April 1, 2022 (or earlier)	Can generate annual data	Has set targets	Has an outcomes-based approach in place
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

### Summary Comment

Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to transition to an outcomes-based approach under Reaching Home?

Over the last year, our community has made improvements to the Coordinated Access System/By-Name List. Our Coordinated Access Working Group has worked closely with our Built for Zero Improvement Advisor and has achieved a Quality By-Name List. The Coordinated Access Working group has worked closely to remove barriers for individuals to be added to the By-Name List and be prioritized for housing opportunities. Additional service providers who are in frequent contact with the population experiencing homelessness have been onboarded as additional access points. Additional Client Navigators have been added to the City's Social Services staff to increase access to the By-Name List. Hours have been extended for the Community Outreach Team under the new funding agreement to increase access to the By-Name List and housing supports for individuals who are unsheltered.

Over the next year, efforts will be made to onboard additional housing programs to the Coordinated Access System to provide individuals with increased access to housing opportunities. Our Coordinated Access Working Group will continue to work closely with our Built for Zero Improvement Advisor to achieve Basic status on the Built for Zero Coordinated Access Scorecard. Community partners participating in Coordinated Access continue to engage with individuals experiencing homelessness wherever possible to be added to the By-Name List. The Community Outreach Team continues to engage with individuals residing unsheltered and in encampments across the City to be added to the By-Name List.

Data from the By-Name List has been used for strategic planning at the community level by working with Built for Zero to set targets for reducing the population experiencing chronic homelessness. Additional initiatives have been approved by City Council by providing data on the number of people experiencing homeless in the community, the number of people experiencing chronic homelessness, and their acuity levels, which has been provided through the By-Name List. Data from the By-Name List was used to support the approval of a business case by City Council for the addition of a transitional housing program with support from a Assertive Community Treatment Team (ACTT) and a 40-unit residential building to house the program. Data has been used to support the allocation of additional resources to support the encampment response strategy (bridge housing, flex funds, housing allowances).

## More information about the Unique Identifier List

### Step 1. Have a List

Where does data for the List come from?

- IFIS
- xcel
- Other HMIS
- Other data source(s)
- Not applicable – Do not have a List yet

Please describe how the List is created using HIFIS:

Although the list is kept in Excel, data from HIFIS is used to inform it. This includes data such as housing history and VI-SPDAT scores, which in turn inform our prioritization process. Both housing histories and scores are retrieved through searching clients manually.

In the future, will data from the community's HMIS (either HIFIS or an existing, equivalent system) be used to get data for the List?

Yes

#### For the List, does the community have...

A written policy/protocol that describes how interaction with the homeless-serving system is documented	Yes
A written policy/protocol that describes how housing history is documented	Yes

#### Chronic homelessness

x	Federal definition
	Local definition

#### From the List, can the community get data for...

Newly identified on the List	Yes
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#### From the List, can the community get demographic data for...

Age	Yes	Indigenous identity	Yes
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Activity and inactivity	Yes
Housing history	Yes

Household type	Yes	Veteran status	Yes
Gender identity	Yes		

Step 2. Have a real-time List	
How often is information about people experiencing homelessness updated on the List?	Daily
Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List?	Yes
Is housing history updated regularly on the List?	Yes
Is there a process in place for keeping chronic homelessness status on the List up-to-date?	Yes

Step 3. Have a comprehensive List	
Does the community have a document that identifies and describes all of the service providers that help people experiencing homelessness with their housing challenges?	Yes
<p><b>Optional question:</b> How does data from the List compare to other community-level data sources that are considered accurate or valid? This is an optional follow-up question for communities that have completed the "<i>Understanding Community-Level Data</i>" worksheet.</p>	
	Our By-Name List contains approximately 65% of people staying in shelter and approximately 30% of people staying in encampments. Reasons for individuals not being added to the By-Name List include transience or short term shelter stays, unwilling to provide consent, or need for ongoing engagement and trust building.

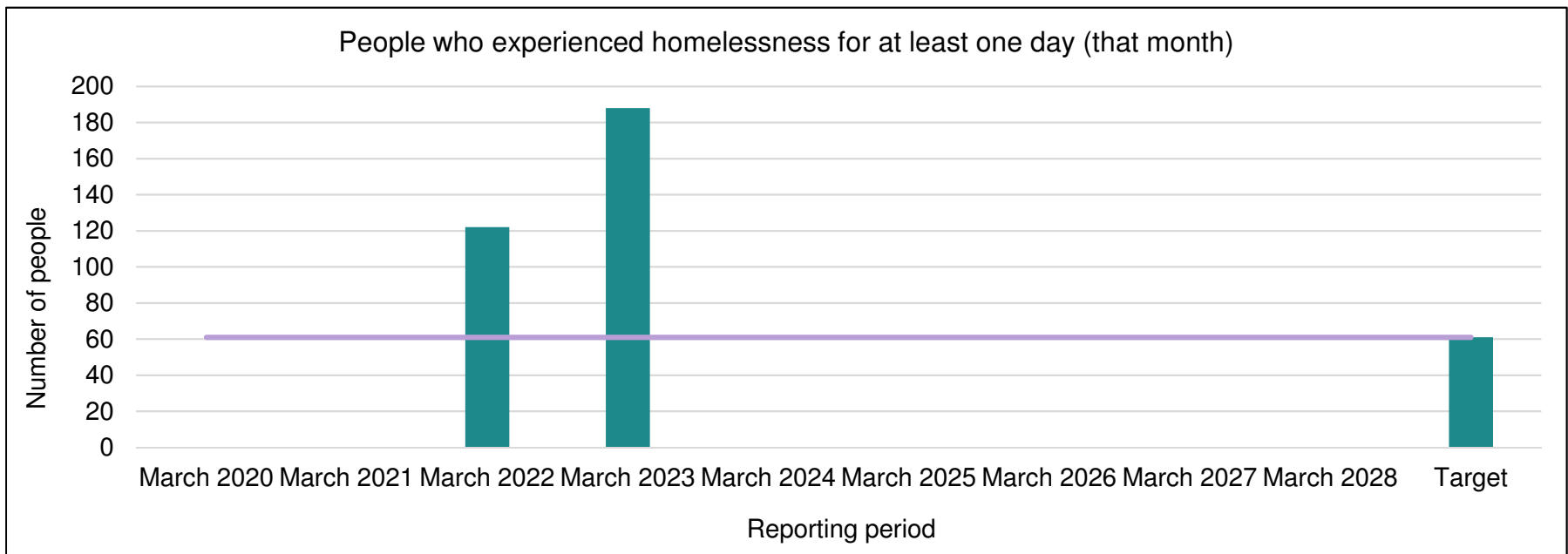
Step 4. Track outcomes and progress against targets using data from the List	
Does the List meet the benchmark of a "Quality By-Name List" confirmed by the Canadian Alliance to End Homelessness?	Yes

## Section 4. Community-Level Outcomes and Targets – Monthly

### Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)

Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #1 for the reporting period.

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced homelessness for at least one day (that month)			122	188						61



**Context for Outcome #1 (monthly):**

Please provide context about your results, as applicable.

Was the HIFIS “**Community Homelessness Report**” used to generate data for this outcome?

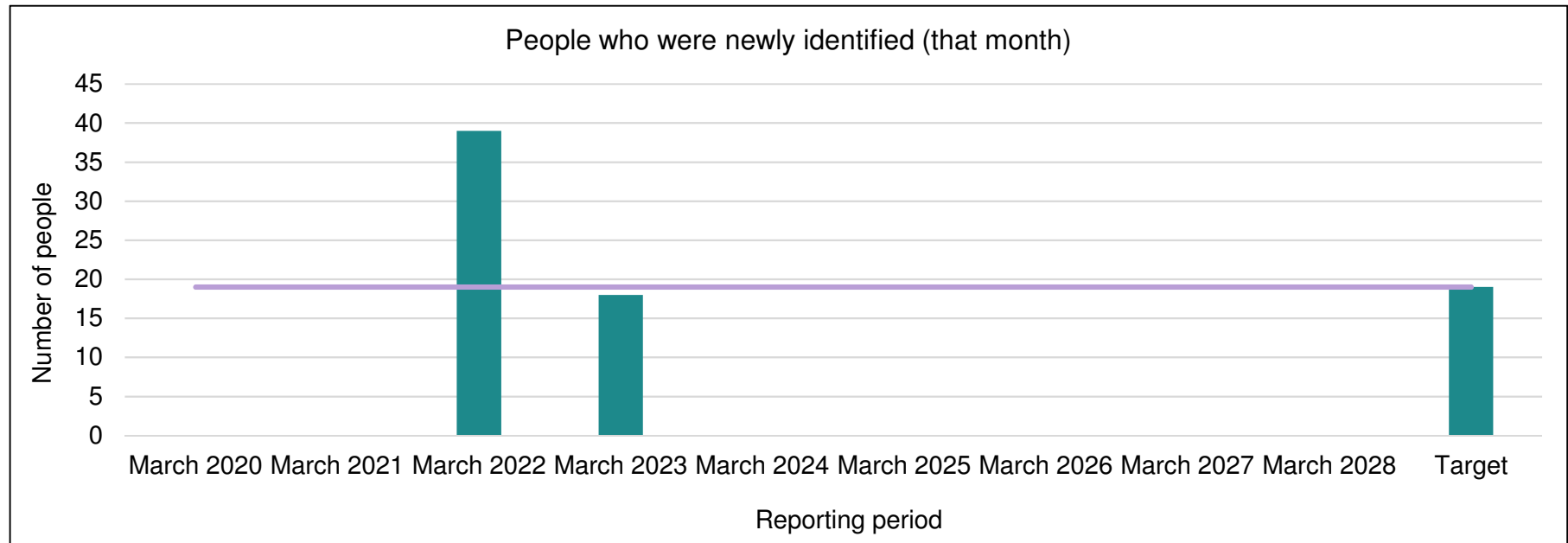
No

Was the federal standard for calculating this outcome used (see Annex A)?

Yes

**Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)**

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)			39	18						19



**Context for Outcome #2 (monthly):**

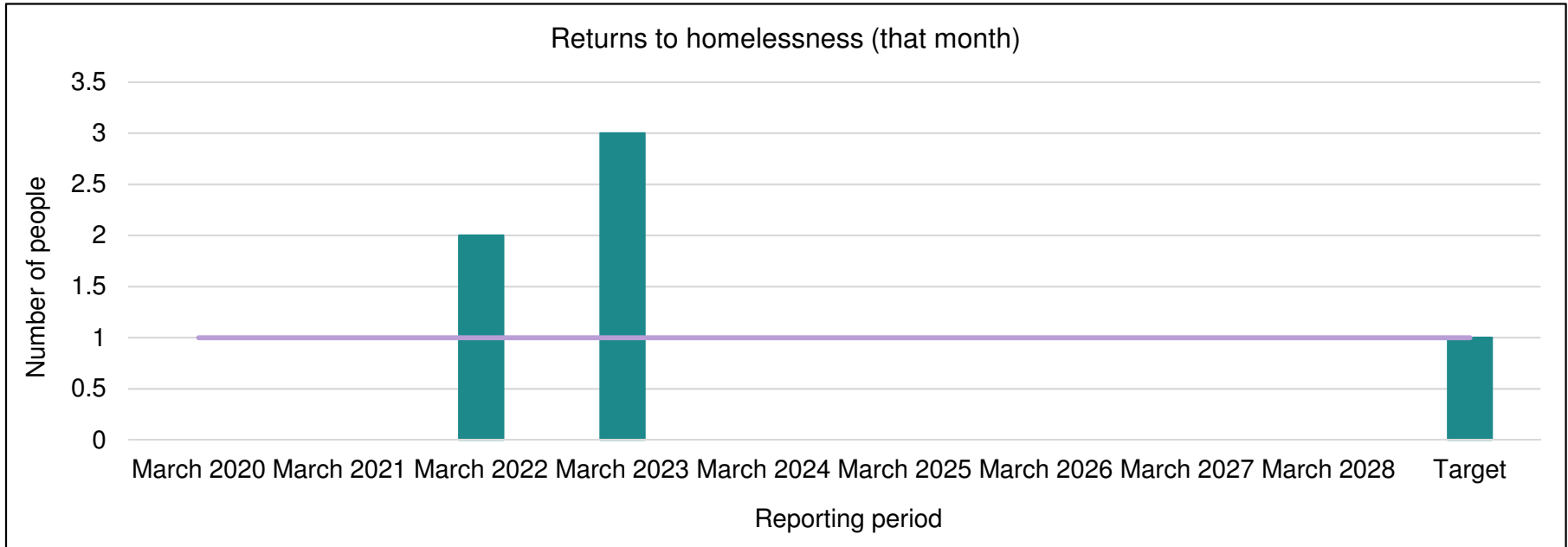
Please provide context about your results, as applicable.

Was the HIFIS ***“Community Homelessness Report”*** used to generate data for this outcome?

No

**Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)**

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)			2	3						1



**Context for Outcome #3 (monthly):**

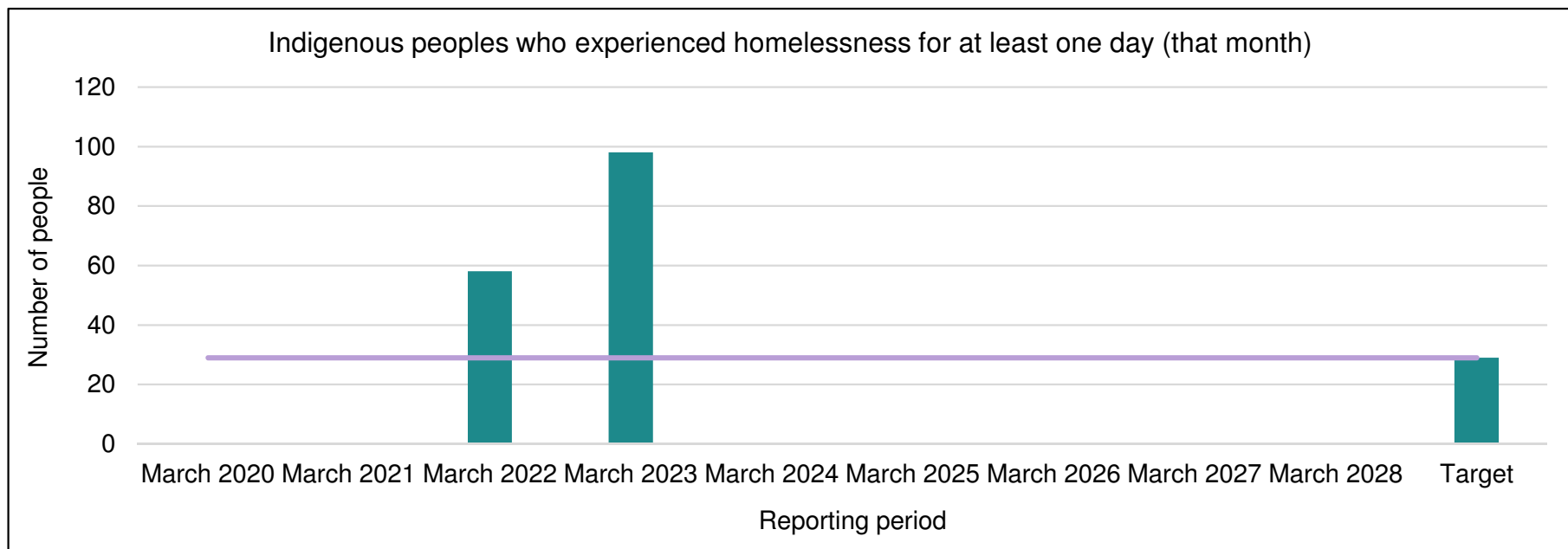
Please provide context about your results, as applicable.

Was the HIFIS ***“Community Homelessness Report”*** used to generate data for this outcome? No

Was the federal standard for calculating this outcome used (see Annex A)? Yes

**Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)**

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Indigenous peoples who experienced homelessness for at least one day (that month)			58	98						29



**Context for Outcome #4 (monthly):**

Please provide context about your results, as applicable.

Was the HIFIS ***“Community Homelessness Report”*** used to generate data for this outcome?

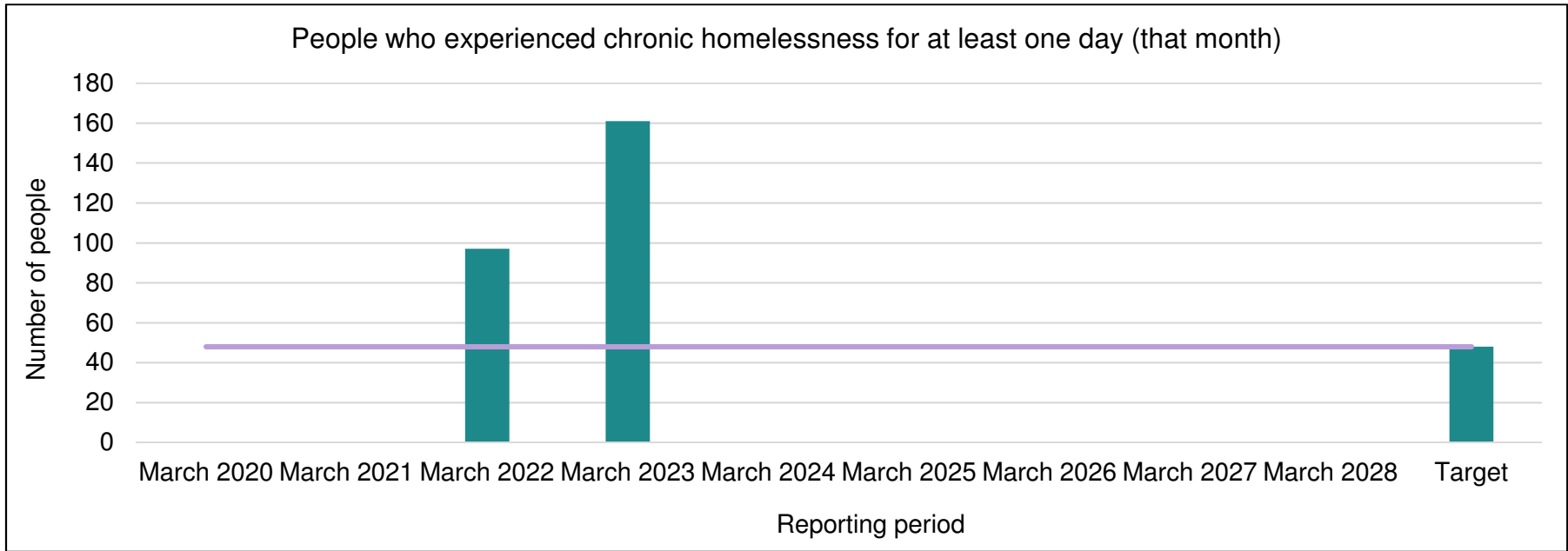
No

Was the federal standard for calculating this outcome used (see Annex A)?

Yes

**Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)**

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced chronic homelessness for at least one day (that month)			97	161						48



**Context for Outcome #5 (monthly):**

Please provide context about your results, as applicable.

Was the HIFIS <b>“Community Homelessness Report”</b> used to generate data for this outcome?	No
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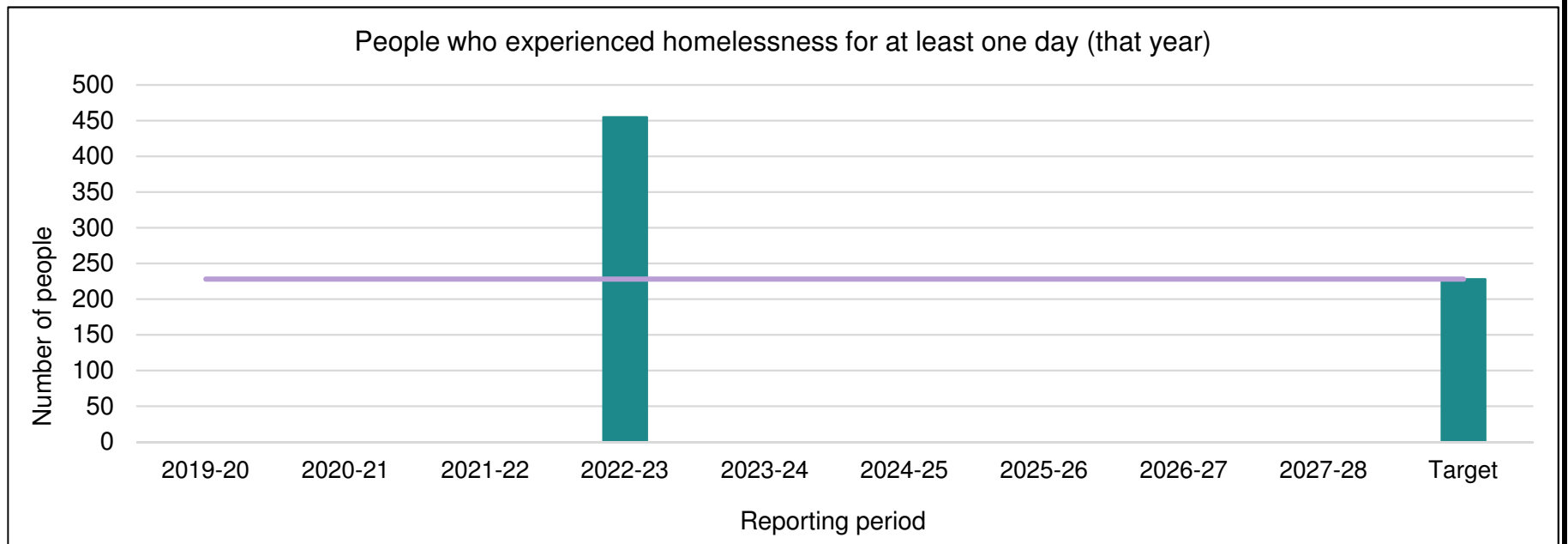
Was the federal standard for calculating this outcome used (see Annex A)?

Yes

## Section 4. Community-Level Outcomes and Targets – Annual

### Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced homelessness for at least one day (that year)				455						228



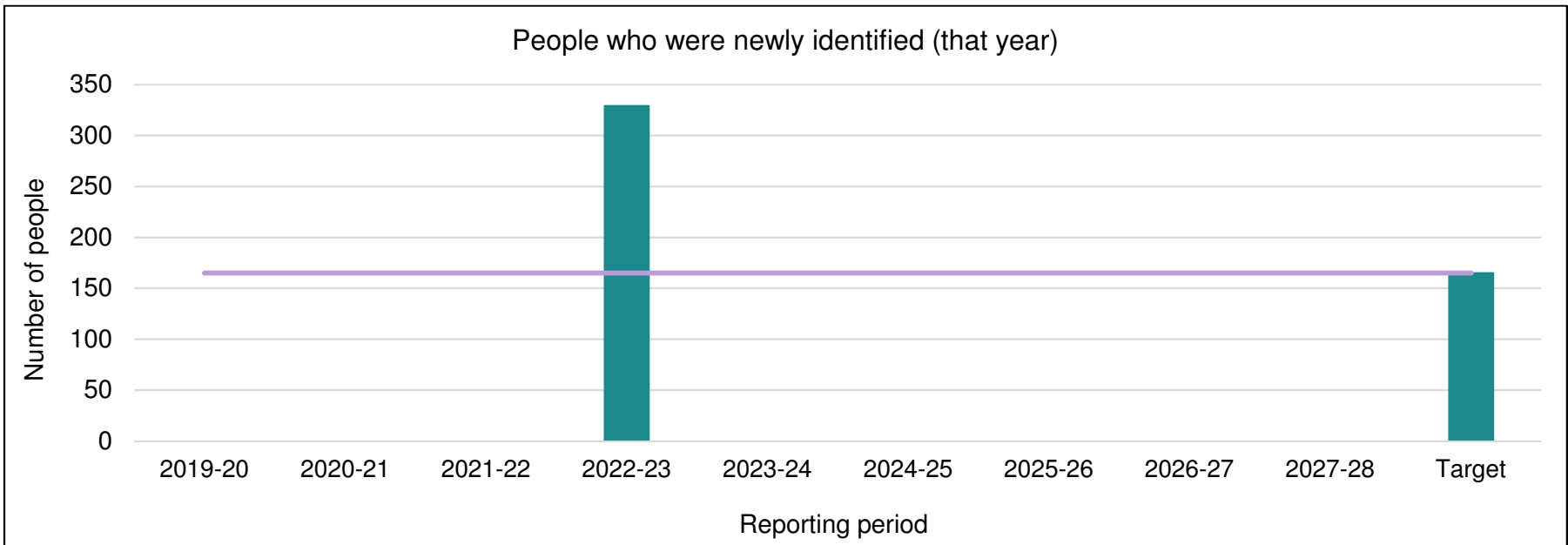
#### Context for Outcome #1 (annual):

Please provide context about your results, as applicable.

Was the HIFIS " <b>Community Homelessness Report</b> " used to generate data for this outcome?	No
Was the federal standard for calculating this outcome used (see Annex A)?	Yes

**Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)**

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who were newly identified (that year)				329						165



**Context for Outcome #2 (annual):**

Please provide context about your results, as applicable.

Was the HIFIS ***“Community Homelessness Report”*** used to generate data for this outcome?

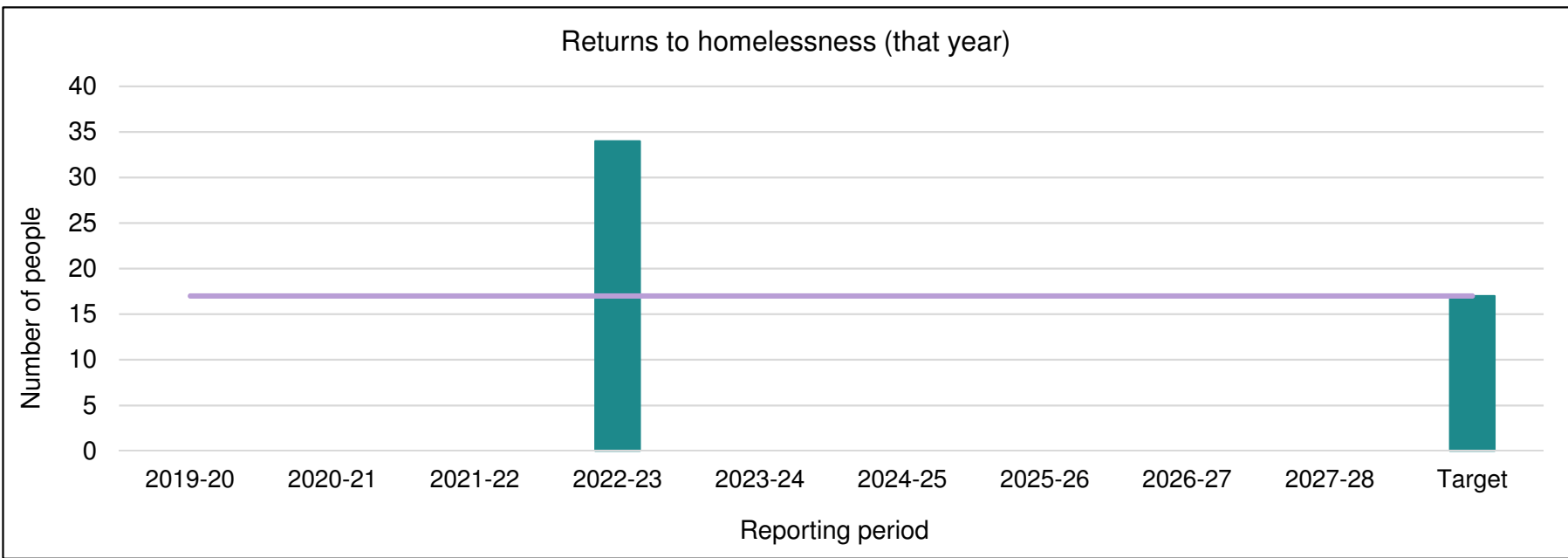
No

Was the federal standard for calculating this outcome used (see Annex A)?

Yes

**Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)**

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)				34						17



**Context for Outcome #3 (annual):**

Please provide context about your results, as applicable.

Was the HIFIS ***“Community Homelessness Report”*** used to generate data for this outcome?

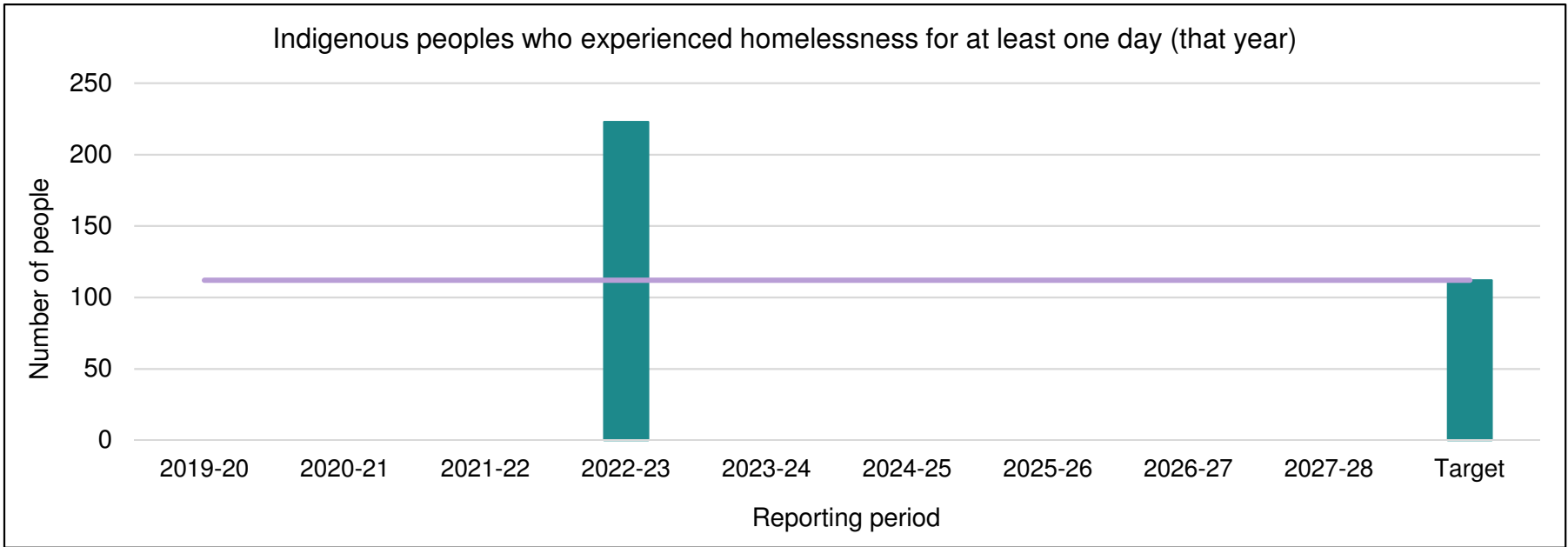
No

Was the federal standard for calculating this outcome used (see Annex A)?

Yes

**Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)**

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Indigenous peoples who experienced homelessness for at least one day (that year)				223						112



**Context for Outcome #4 (annual):**

Please provide context about your results, as applicable.

Was the HIFIS ***“Community Homelessness Report”*** used to generate data for this outcome?

No

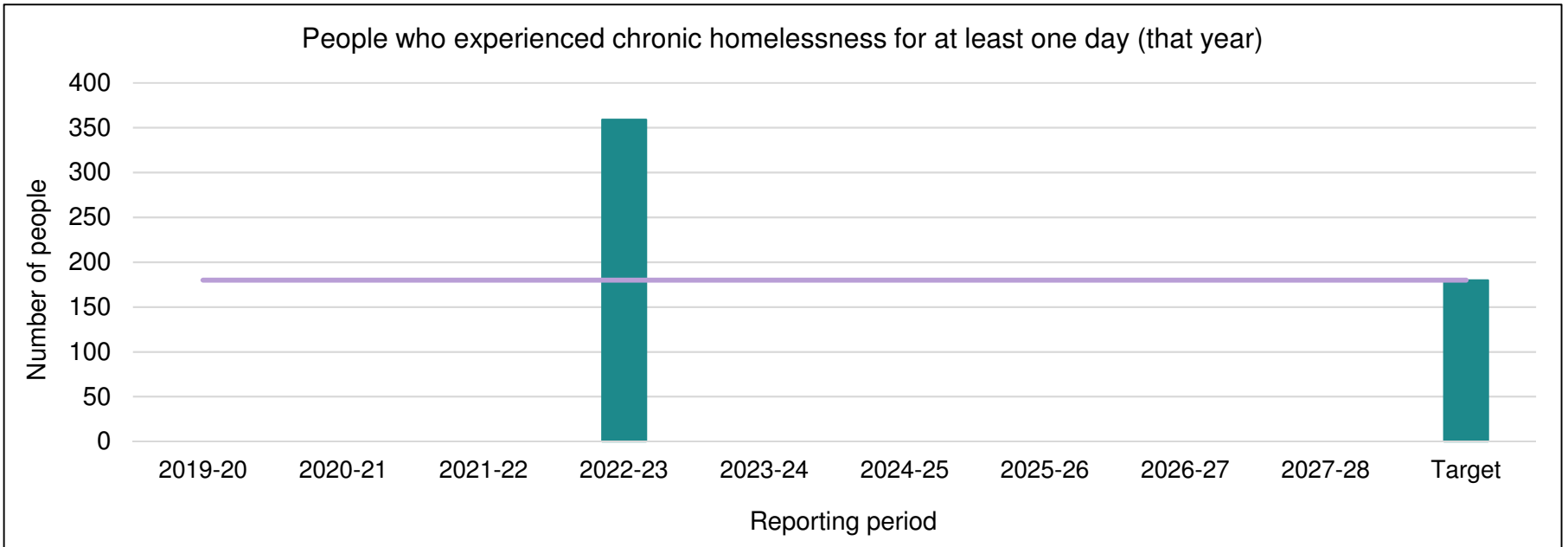
Was the federal standard for calculating this outcome used (see Annex A)?

Yes



**Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)**

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced chronic homelessness for at least one day (that year)				359						180



Please provide context about your results, as applicable.

Was the HIFIS **“Community Homelessness Report”** used to generate data for this outcome?

No

Was the federal standard for calculating this outcome used (see Annex A)?

Yes