

COMMUNITY HOMELESSNESS REPORT SUMMARY

City of Greater Sudbury

2023-2024

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 2023-24 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 person-specific data; 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

a) Specific to Coordinated Access, the HMIS and the Outcomes-Based Approach, has there been ongoing, meaningful collaboration between the DC CE and the IH CE and IH CAB, as well as local Indigenous organizations, including those that sit on your CAB, over the reporting period?

→ Coordinated Access:	Yes
→ HMIS:	Not yet
→ Outcomes-Based Approach:	Not yet

Describe this collaboration in more detail.

The N'Swakamok Native Friendship centre oversees the Indigenous Homelessness Community Advisory Board (IH CAB). The Housing First Steering Committee is a group of homelessness serving sector leadership partners and stakeholders who oversee the Coordinated Access System and HIFIS development within the City of Greater Sudbury.

A representative from the IH CAB, who also works at the N'Swakamok Native Friendship Centre, sits on Housing First steering committee and has since inception in 2020.

There was an IH CAB meeting in November 2023. There is difficulty finding people to sit on the IH CAB.

In May 2024, there was a meeting between the City of Greater Sudbury Homelessness Team and representatives from N'Swakamok Native Friendship Center. There was discussion regarding difficulty in accessing HIFIS. Further, the duplication of data collected for the Ontario Federation of Indigenous Friendship Centre (IH CE) and HIFIS is a barrier to the use of HIFIS. This also brought up questions of data sovereignty. There are plans for further discussions with the IH CE on how these issues might be resolved.

Describe how this collaboration will happen over the coming year in more detail.

Due to over-representation of Indigenous people in the homelessness sector, there was difficulty scheduling time to collaborate – Indigenous partners are busy on the front line.

There are plans for future discussions to take place over the coming year regarding the IH CAB; specifically, how to be effective with smaller IH CAB group (e.g. more regular meetings to take place) and brainstorming about what recruitment will look like for the IH CAB.

<p>a) Specific to the completion of this Community Homelessness Report (CHR), did ongoing, meaningful collaboration take place with the IH CE and IH CAB, as well as local Indigenous organizations, including those that sit on your CAB?</p>	<p>Yes</p>
<p>Describe this collaboration in more detail.</p>	
<p>Conversations began in early April 2024 in terms of the need to collaborate specifically for the CHR and what that collaboration should look like. A virtual meeting occurred May 2024 with representatives from IH CAB and N'Swakamok Native Friendship Centre. Section one of the CHR was discussed in detail with Indigenous input throughout. Sections two, three, and four were also reviewed during the meeting.</p>	
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<p>Did the IH CAB sign-off on this CHR?</p>	<p>Yes</p>
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Section 2. Coordinated Access and Homelessness Management Information System (HMIS) Self-Assessment

Section 2 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 under the 2019-2024 Reaching Home funding cycle.

	Completed	Started	Not Yet Started
Number of minimum requirements	18	0	0

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

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

Section 2 Summary Comment

Highlight efforts and/or issues related to the work your community has done over the last year related to the Reaching Home minimum requirements for Coordinated Access and an HMIS.

The City of Greater Sudbury was recognized in October 2023 by Built For Zero Canada for being the 12th community in Canada to achieve Basic Quality Coordinated Access. There continues to be monthly meetings with our Built for Zero Canada Improvement Advisor to improve the system.

There continues to be weekly meetings with agencies participating in Coordinated Access. These meetings are to conduct the program matching and referral process as well as provide updates to the By-Name List. There has been a review of how case-conferencing is done during this meeting to ensure that there is the most efficient use of the resources in the community.

The processes for Coordinated Access are in the process of being updated to reflect the transition of the By-Name List from an Excel spreadsheet to HIFIS. All service providers that have been on boarded to the system use HIFIS regularly. Training remains available for all new HIFIS users.

There will be a greater effort in the coming year to engage with people with lived/ living experience. The Roadmap to End Homelessness by 2030 recommends the development of a lived experience Advisory Group to advise on homelessness system planning. There will also be recruitment plans for a person with lived/ living experience to be part of the CAB.

Section 3. Outcomes-Based Approach Self-Assessment

Section 3 Summary Table

The tables below provide a summary of the work your community has done so far to transition to an Outcomes-Based Approach under the 2019-2024 Reaching Home funding cycle.

Step 1: Maintain person-specific data	Step 2: Maintain real-time data	Step 3: Maintain comprehensive data
Yes	Yes	Yes

Step 4: Can report monthly outcomes and set targets using data (reporting monthly data in Section 4 is mandatory for 2023-24 CHRs)

Dataset was in place as of January 1, 2024 (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 (reporting annual data in Section 4 is mandatory once annual data can be generated)

Dataset was in place as of April 1, 2023 (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

Highlight efforts and/or issues related to your community's work to implement, maintain or improve the Outcomes-Based Approach under Reaching Home.

The City of Greater Sudbury has maintained collecting person-specific data over the past year. This was done through the training of front-line workers. There was also an increase in front-line workers to improve access to the BNL (and therefore collect more data). There continues to be data audits and checks for cleanliness of data, including over a year's worth of monthly balanced data submissions to Built For Zero Canada. There is a HIFIS working group as well as a HIFIS super-users group to ensure the data that is collected is input in a timely and complete manner. The HIFIS/ Coordinated Access administrator facilitates these groups.

Plans to improve person-specific data include switching from the Excel-based BNL to the HIFIS-based Unique Identifier List as well as updating policies and procedures to better reflect that reality. There are also plans in the Roadmap to End Homelessness to continue to use person-specific data in order to guide decision making.

Additional information - Timely data

Once new information is available about a person, on average, how long does it take for changes to be updated in the database for the following:

→ Interaction with the system (e.g., changes from “active” to “inactive”)?	Within a week
→ Housing history (e.g., changes from “homeless” to “housed”)?	Within a week
→ Data that is relevant and necessary for Coordinated Access (e.g., data used to determine who is eligible and can be prioritized for a vacancy)?	Within a week

Additional information - Data collection and entry processes

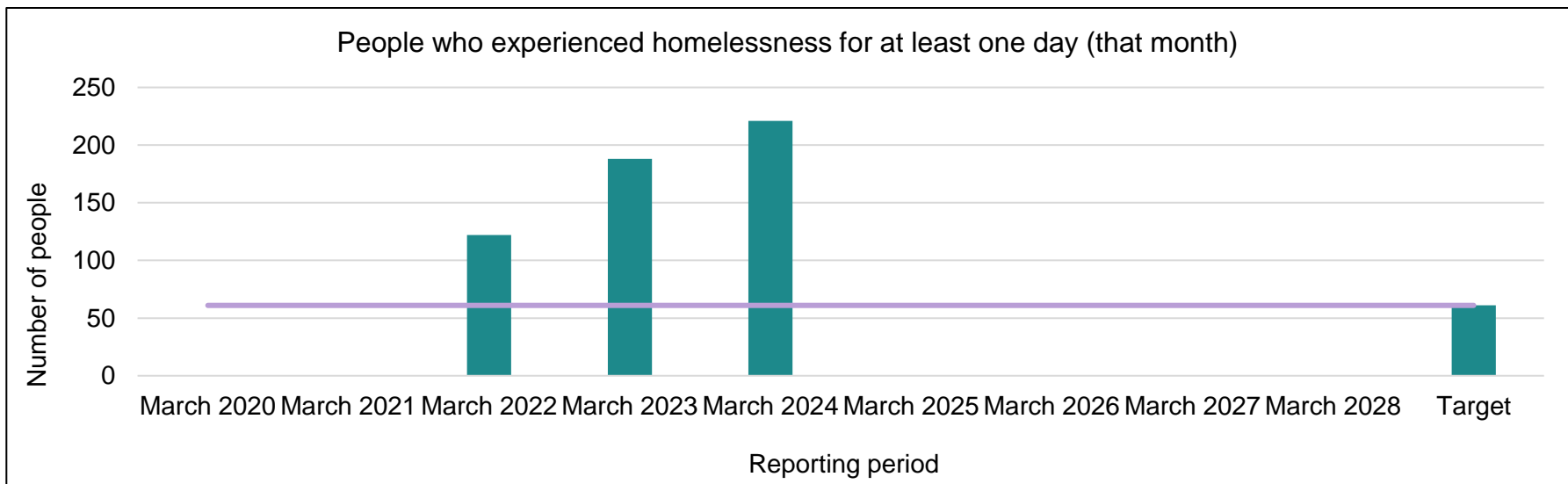
Describe the process(es) used by service providers to collect and enter data about people currently experiencing homelessness into the database.

After gaining consent, there is an additional form that is required in order to be added to the Excel-based BNL database. This can be accessed either virtually or by paper. The virtual form information is sent directly to the BNL administrator. Paper forms are uploaded to a secure website. HIFIS is used for the completion of the Vulnerability Index-Service Prioritization Decision Assessment Tool (VI-SPDAT) as well as a confirmation of information entered on the form. The BNL administrator then inputs the data into the Excel spreadsheet.

Section 4. Community-Level Outcomes and Targets – Monthly

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

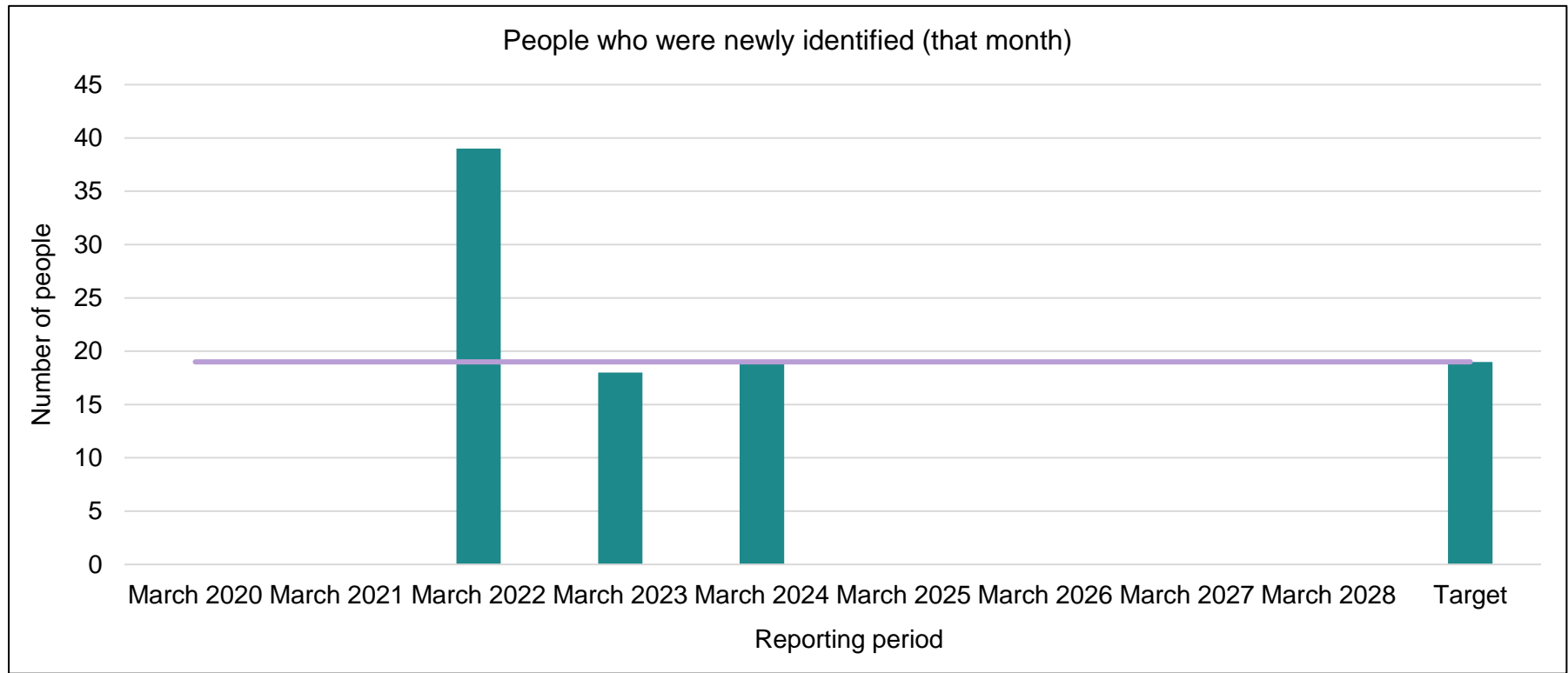
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced homelessness for at least one day (that month)			122	188	221					61



O#1(M) What is your baseline year?	March 2022
Overall homelessness will decrease by 50% between March 2022 and March 2028.	
How was this Outcome generated?	Other process/tool
Numbers were extracted from an Excel-based BNL.	
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	No, the target has not changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

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

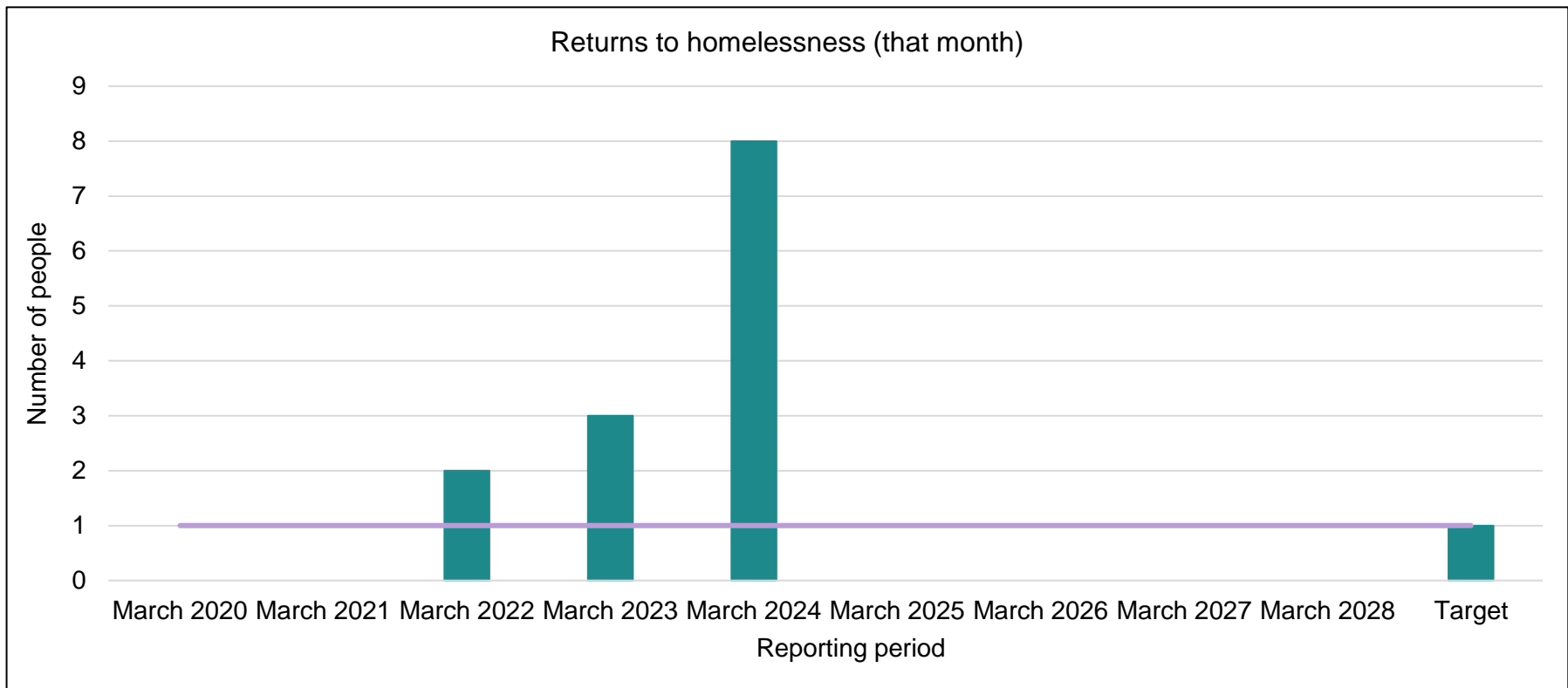
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)			39	18	19					19



O#2(M) What is your baseline year?	March 2022
New inflows to homelessness will decrease by 51% between March 2022 and March 2028.	
How was this Outcome generated?	Other process/tool
Numbers were extracted from an Excel-based BNL.	
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	No, the target has not changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

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

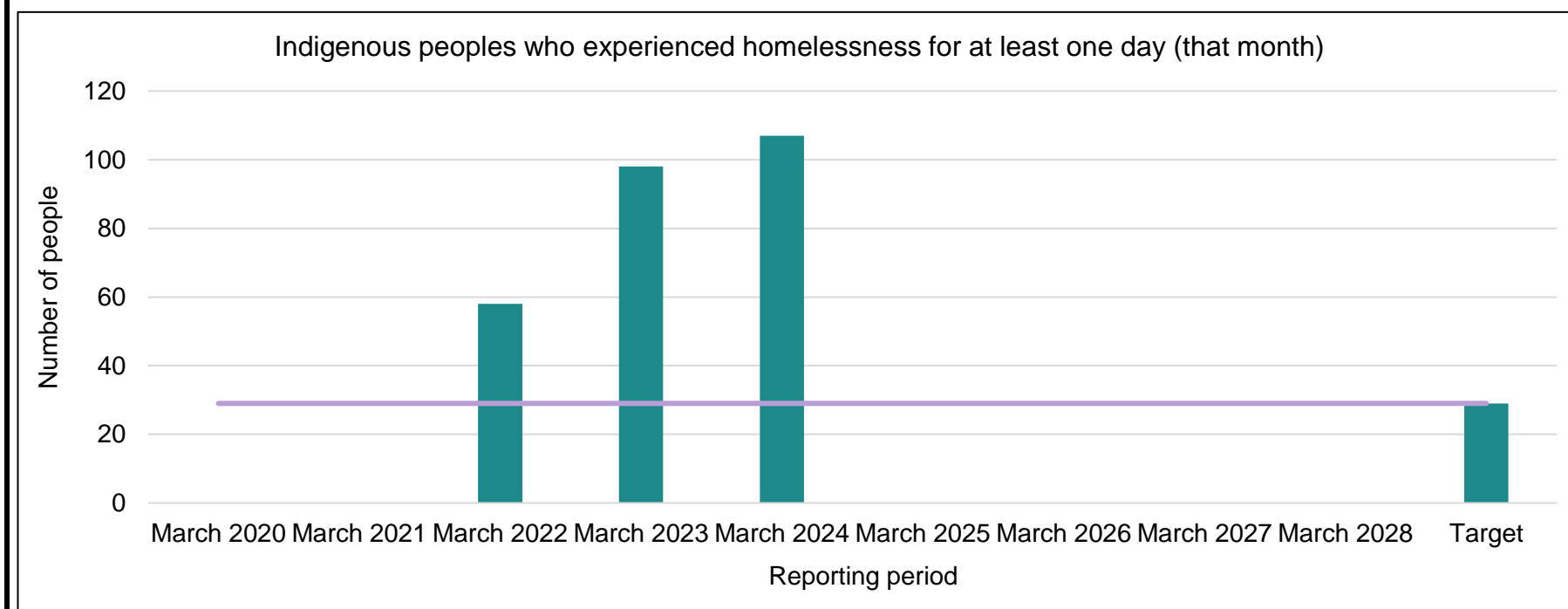
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)			2	3	8					1



O#3(M) What is your baseline year?	March 2022
Returns to homelessness will decrease by 50% between March 2022 and March 2028.	
How was this Outcome generated?	Other process/tool
Numbers were extracted from an Excel-based BNL.	
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	No, the target has not changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

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

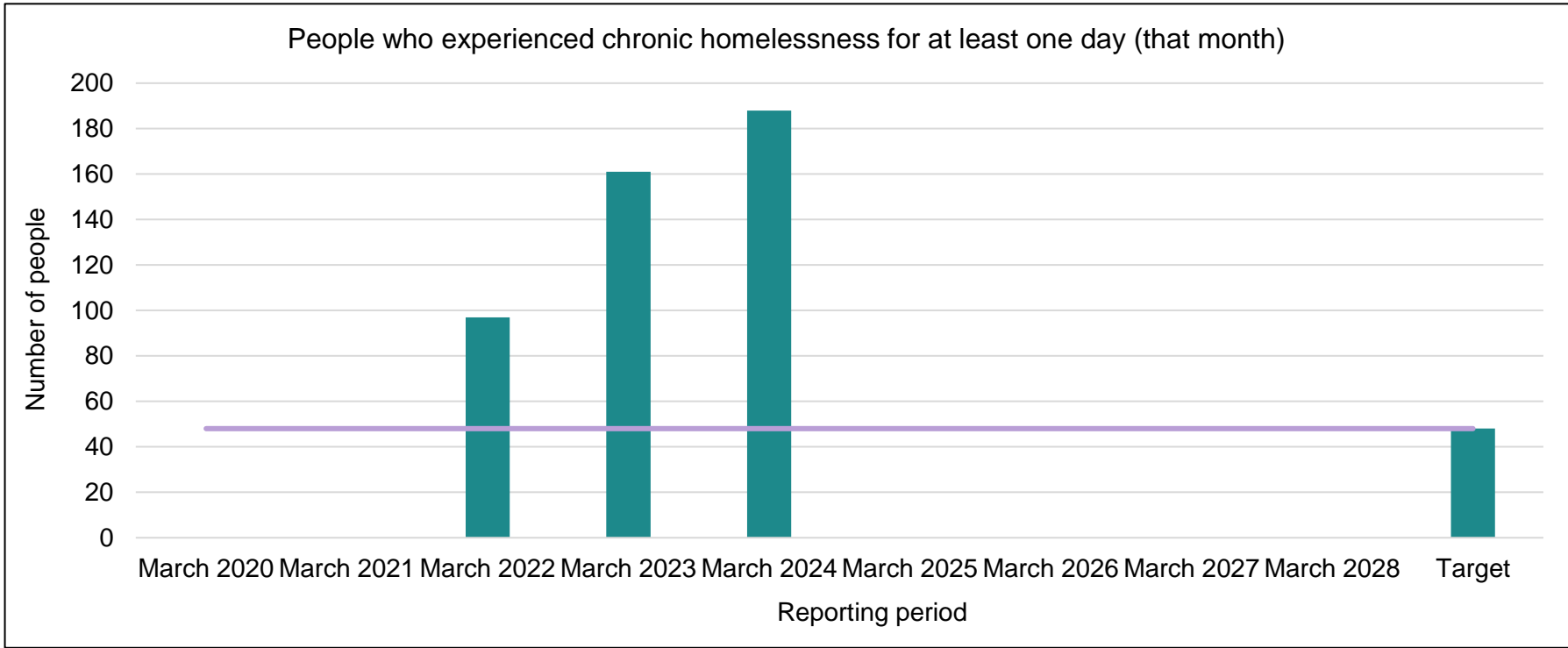
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Indigenous peoples who experienced homelessness for at least one day (that month)			58	98	107					29



O#4(M) What is your baseline year?	March 2022
Indigenous homelessness will decrease by 50% between March 2022 and March 2028.	
How was this Outcome generated?	Other process/tool
Numbers were extracted from an Excel-based BNL.	
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	No, the target has not changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?	No
Please use the following comment box to provide context on your data.	
There are many individuals that make use of services at Indigenous community partners that are not counted on the BNL; they may not give consent. Indigenous people are less comfortable with being added to BNL. There is a long history of trauma associated with being added to lists.	

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	188					48

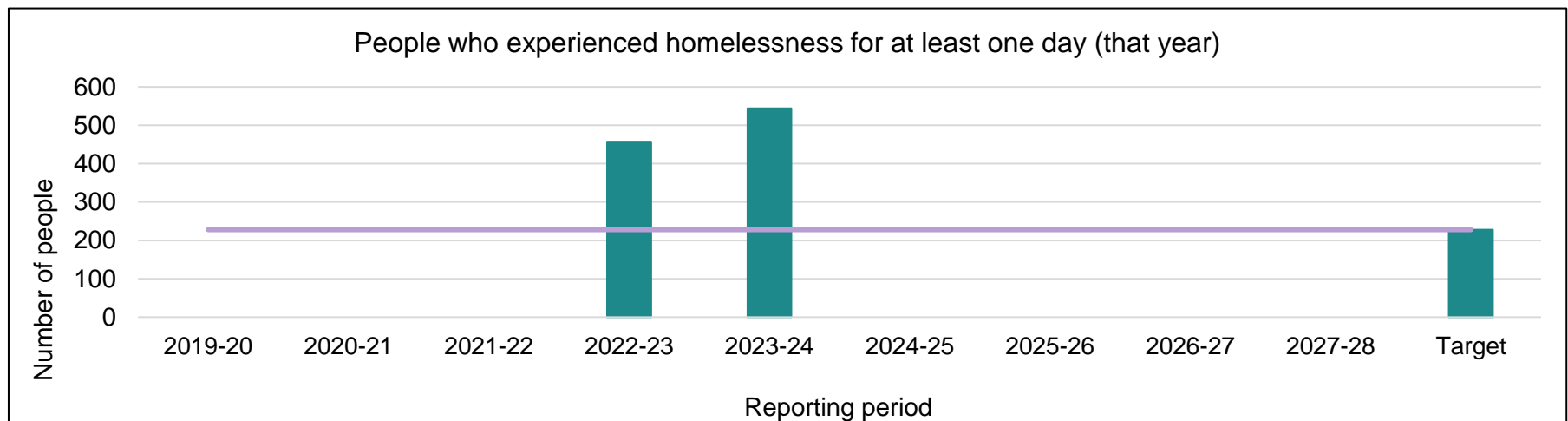


O#5(M) What is your baseline year?	March 2022
Chronic homelessness will decrease by 51% between March 2022 and March 2028.	
How was this Outcome generated?	Other process/tool
Numbers were extracted from an Excel-based BNL.	
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	No, the target has not changed
Was “N/A” was used for one or more data points?	No, N/A was not used for one or more data point
f) What definition of “chronic homelessness” does your community use to calculate this Outcome?	
An individual or family is considered chronically homeless when they have been experiencing homelessness for 6 out of the last 12 or 18 out of the last 36 months (not necessarily consecutively).	

Section 4. Community-Level Outcomes and Targets – Annual

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

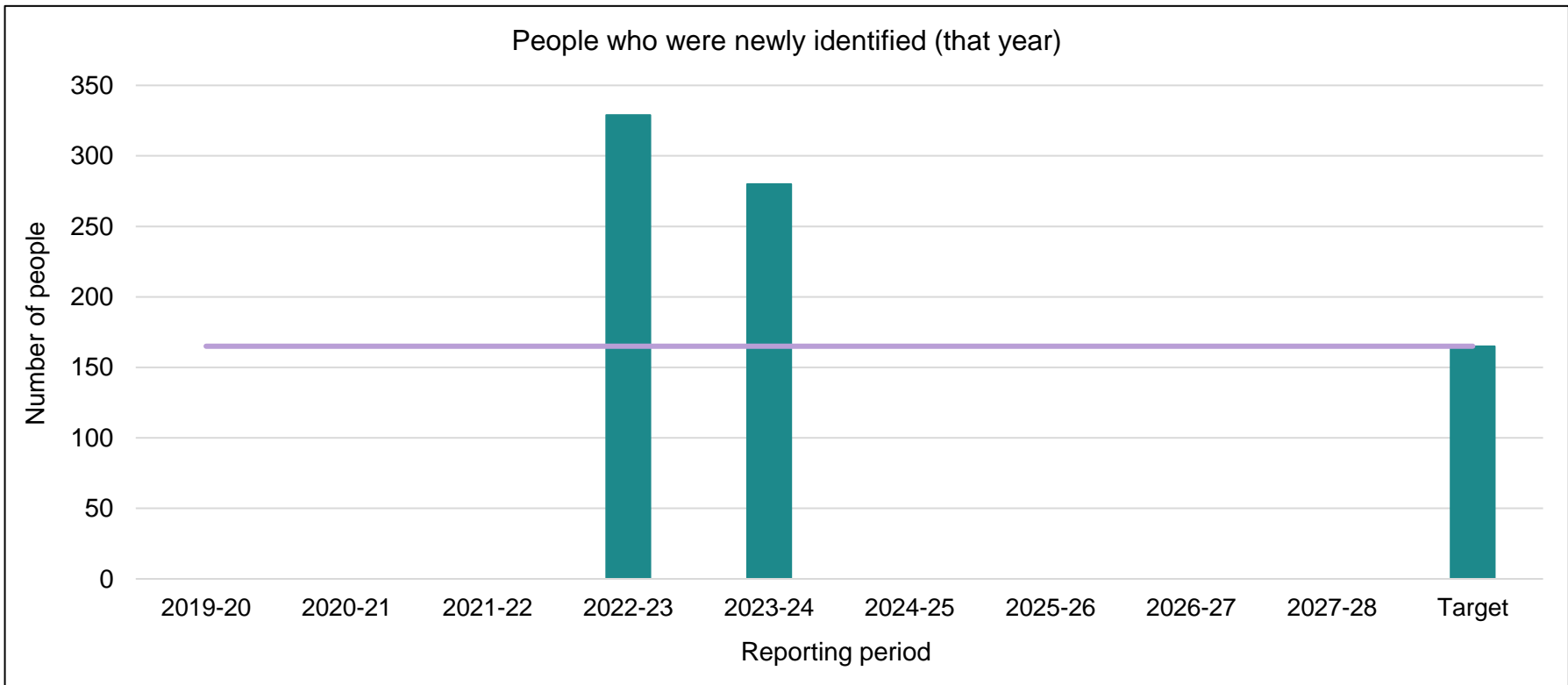
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced homelessness for at least one day (that year)				455	544					228



O#1(A) What is your baseline year?	2022-23
Overall homelessness will decrease by 50% between 2022-23 and 2027-28.	
How was this Outcome generated?	Other process/tool
Numbers were extracted from an Excel-based BNL.	
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	No, the target has not changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

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

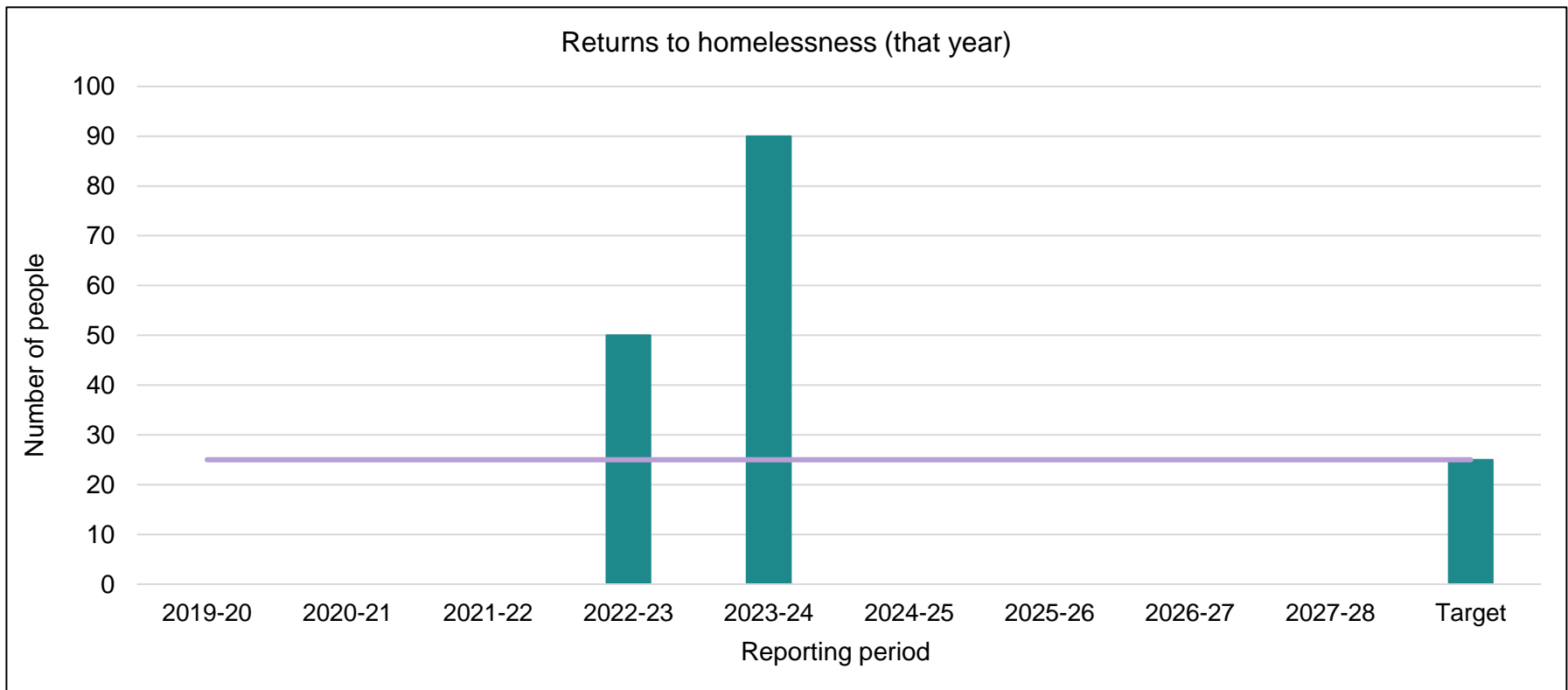
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who were newly identified (that year)				329	280					165



O#2(A) What is your baseline year?	2022-23
New inflows to homelessness will decrease by 50% between 2022-23 and 2027-28.	
How was this Outcome generated?	Other process/tool
Numbers were extracted from an Excel-based BNL.	
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	No, the target has not changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

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

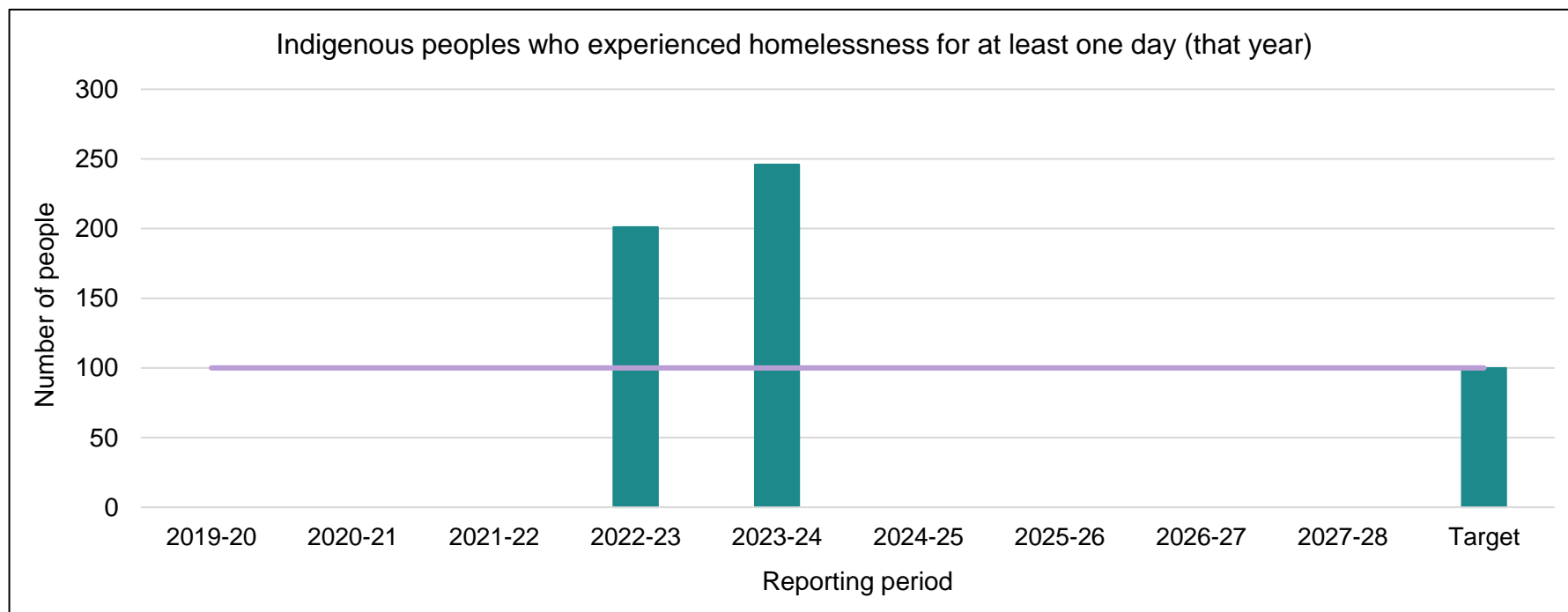
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)				50	90					25



O#3(A) What is your baseline year?	2022-23
Returns to homelessness will decrease by 50% between 2022-23 and 2027-28.	
How was this Outcome generated?	Other process/tool
Numbers were extracted from an Excel-based BNL.	
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Yes, the target has changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
Please use the following comment box to provide context on your data.	
Only chronic data was used for returns to homelessness in the 2022/23 CHR report. The updated number reflects all populations and therefore has also impacted the target number.	

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

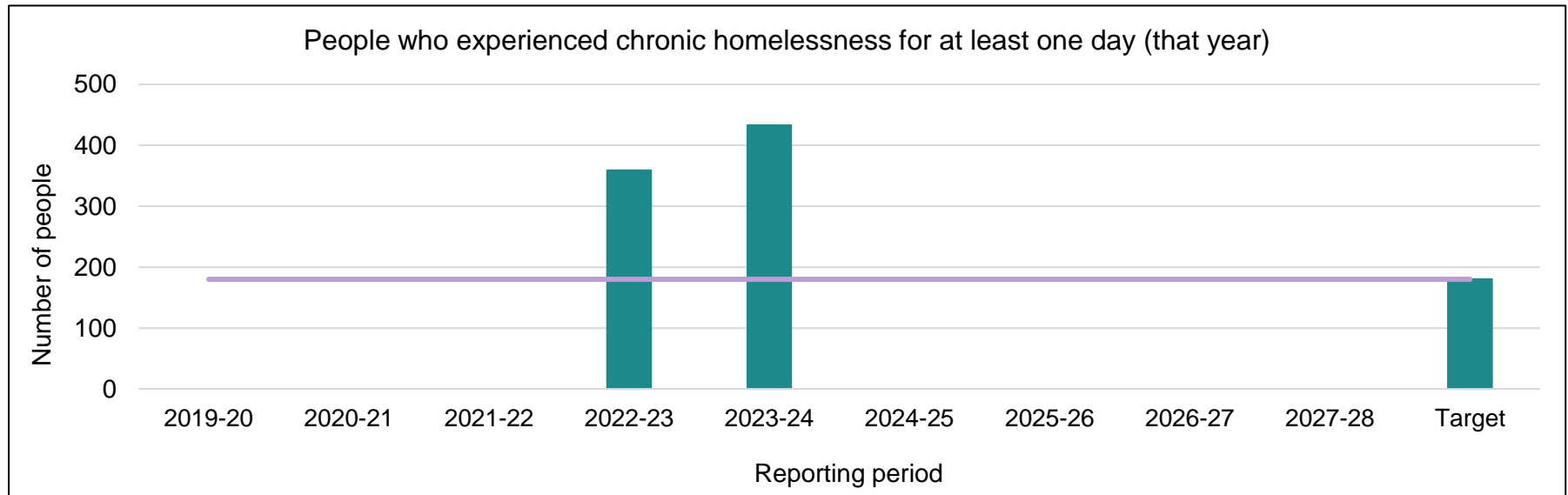
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Indigenous peoples who experienced homelessness for at least one day (that year)				201	246					100



O#4(A) What is your baseline year?	2022-23
Indigenous homelessness will decrease by 50% between 2022-23 and 2027-28.	
How was this Outcome generated?	Other process/tool
Numbers were extracted from an Excel-based BNL.	
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Yes, the target has changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?	No
Please use the following comment box to provide context on your data.	
<p>There was a miscalculation for the 2022/23 CHR data regarding the number of Indigenous peoples experiencing homelessness. The correction also resulted in a change of target.</p> <p>There are many individuals that make use of services at Indigenous community partners that are not counted on the BNL; they may not give consent. Indigenous people are less comfortable with being added to BNL. There is a long history of trauma associated with being added to lists.</p>	

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	433					180



O#5(A)	What is your baseline year?	2022-23
Chronic homelessness will decrease by 50% between 2022-23 and 2027-28.		
How was this Outcome generated?		Other process/tool
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?		No, none of the data has changed
Has the target you set changed from your previous CHR?		No, the target has not changed
Was “N/A” was used for one or more data points?		No, N/A was not used for one or more data point
What definition of “chronic homelessness” does your community use to calculate this Outcome?		
An individual or family is considered chronically homeless when they have been experiencing homelessness for 6 out of the last 12 or 18 out of the last 36 months (not necessarily consecutively).		