

## COMMUNITY HOMELESSNESS REPORT SUMMARY

Greater Sudbury

2021-2022

### Collaboration between Indigenous and Non-Indigenous Partners

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the Designated Community (DC) Community Entity (CE) and local Indigenous organizations?

Yes

Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?

#### Collaboration with Indigenous organizations:

In 2019/2020, a Coordinated Access Working Group and HIFIS 4 Working Group were formed to oversee the development of both projects. The Coordinated Access Working Group originally included a member from the Indigenous CAB from the N'Swakamok Native Friendship Centre, however this member accepted another position in the community leaving the position on the Coordinated Access Working group vacant. A Supervisor at Ontario Aboriginal Housing Services currently participates Coordinated Access Working Group, and their program's Executive Director participates in the Housing First Steering Committee (the Coordinated Access System Governance Committee). The HIFIS 4 Working Group includes a member of the lead agency from the Indigenous CAB (N'Swakamok Native Friendship Centre).

#### 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 Indigenous-led agency's will offer an Indigenous Assessment Tool "Wiidookodaadiwin Ozhi" Assessment" as an assessment in place of the VI-SPDAT tool, as the VI-SPDAT was found not to be culturally appropriate when assessed by our Indigenous representative in the Coordinated Access Working Group.
3. Individuals who identify as Indigenous are offered housing supports by Indigenous organizations through Coordinated Access (e.g. Ontario Aboriginal Housing Services Housing Case Manager or Rapid Re-Housing Supports through N'Swakamok Native Friendship Centre), in addition to non-indigenous services.

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the DC CE and the Indigenous Homelessness (IH) CE and/or Community Advisory Board (CAB), where applicable?	Yes
Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?	
<p>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.</p>	

With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or CAB?	Yes
Describe when this collaboration occurred and what parts of the CHR were informed by these efforts.	
<p>The Designated Community CAB and IH CAB have collaborated on a regular and ongoing basis over the past three years in the development and implementation of the Coordinated Access System, the implementation of HIFIS 4, and the 2021 Point in Time Count. The CHR was completed by the Reaching Home Designated Community in August 2022. Following completion, the CHR was reviewed and approved by the lead agency of the Indigenous CAB, the N'Swakamok Native Friendship Centre, on August 29th, 2022.</p>	

Does your community have a separate IH CAB?	Yes
Was the CHR also approved by the IH CAB?	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 achieve the Reaching Home minimum requirements? In particular, please include an update about your community's efforts to set-up, sustain and/or improve the Coordinated Access system and use of an HMIS.

### Coordinated Access:

During this reporting period, 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. As acknowledged by Built for Zero Canada, a Quality By-Name List was achieved in March 2022. Since July 2021, 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. Regular meetings are held with the Coordinated Access Working Group to identify any barriers or gaps in the Coordinated Access process. Monthly 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.

### 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.

Outcomes-Based Approach Self-Assessment

Where does data for the List come from?

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

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



**Optional question:** How does data from the List compare to other community-level data sources that are considered reliable? This is an optional follow-up question for communities that have completed the “CHR Community-Level Data Comparisons”.

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, unwilling to provide consent, or need for ongoing engagement.

### Summary Table

The table below provides 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	Step 4:	
			Can report annual outcome data (mandatory)	Can report monthly outcome data (optional)
Yes	Yes	Yes	Not yet	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 implemented a 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 residing 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).

## Community-Level Core Outcomes – Annual Data Reporting

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level outcomes for the reporting period.

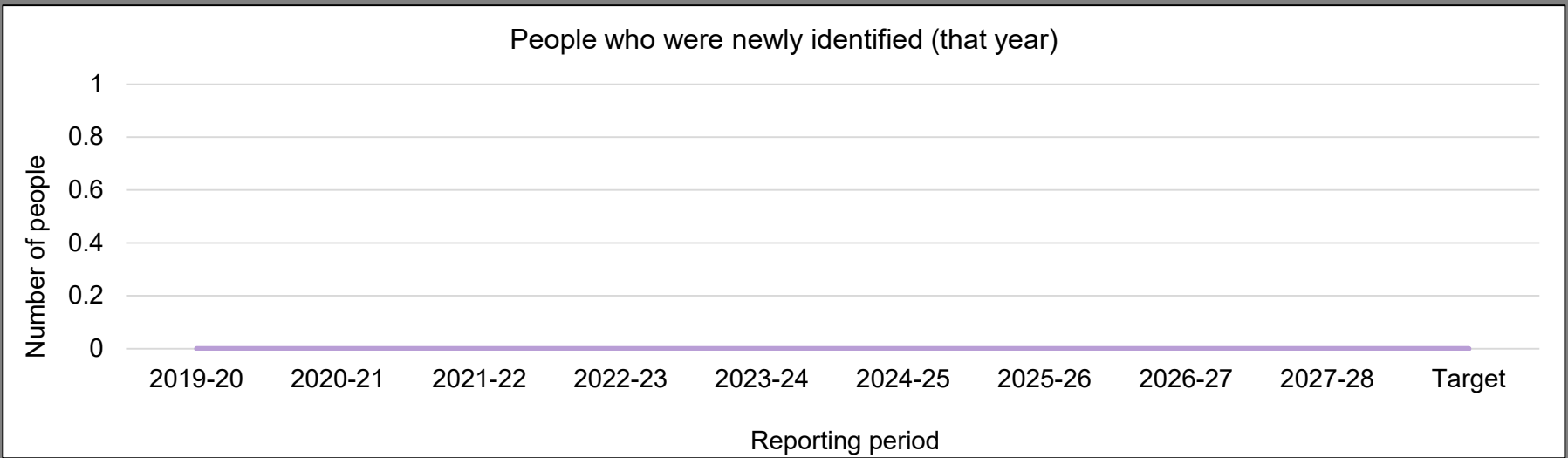




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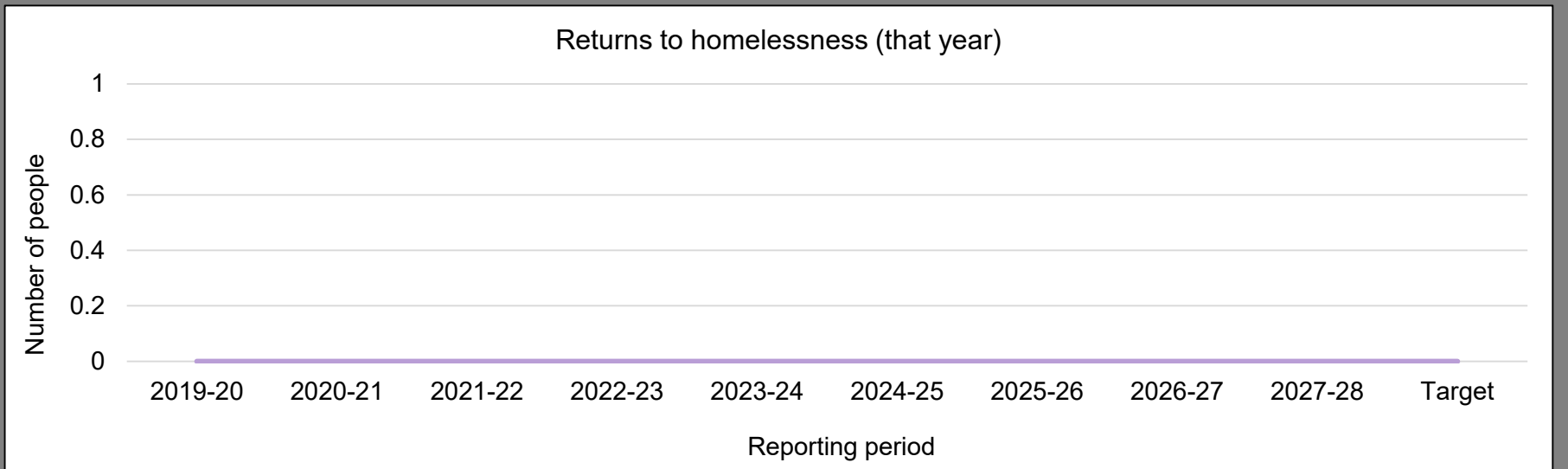
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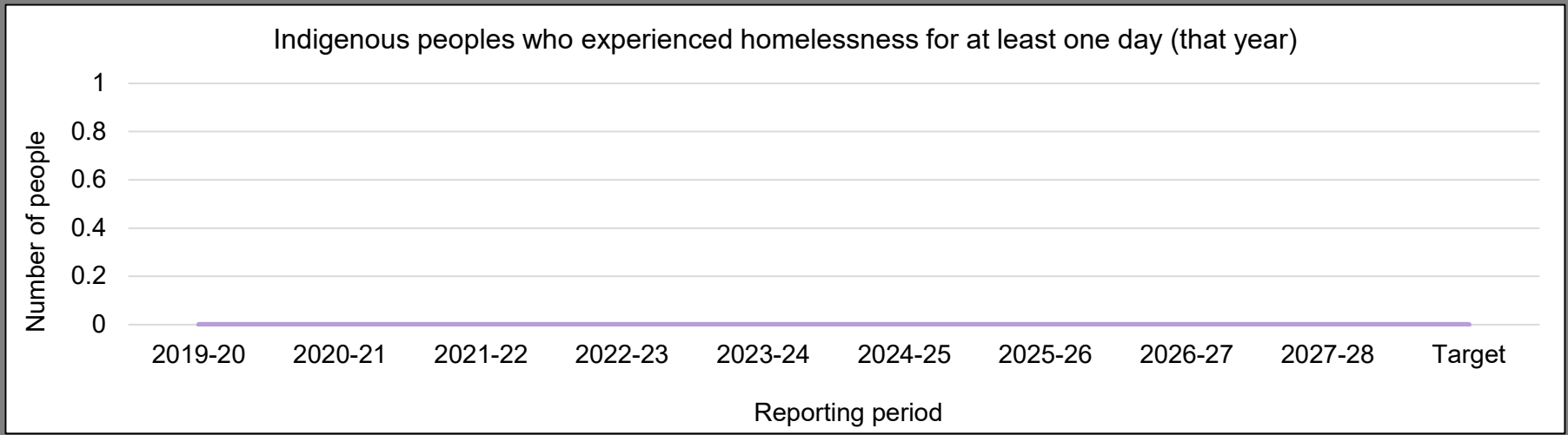
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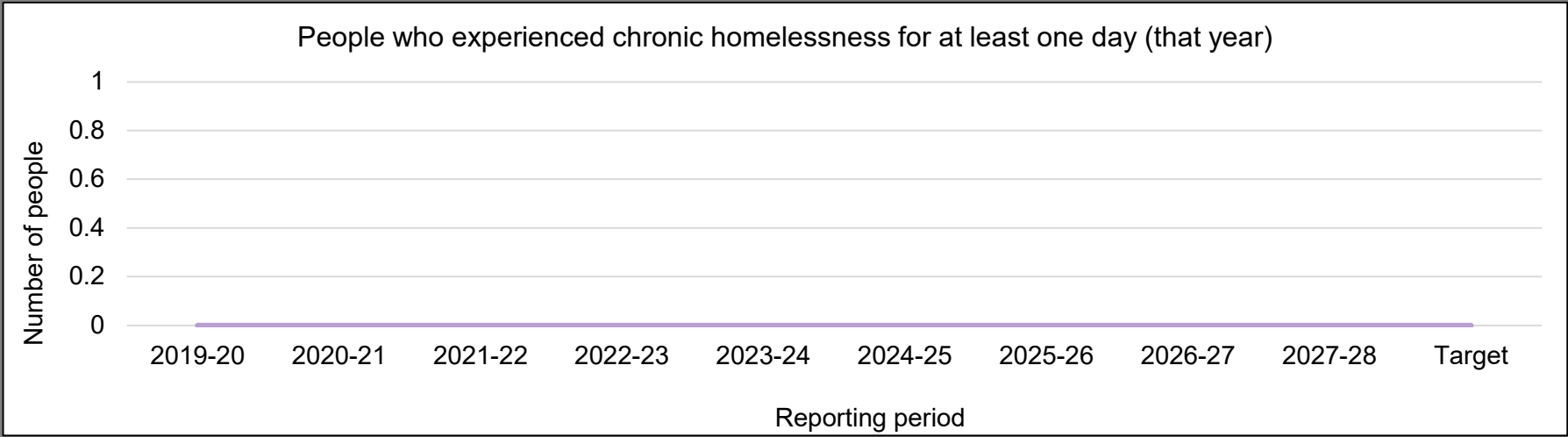
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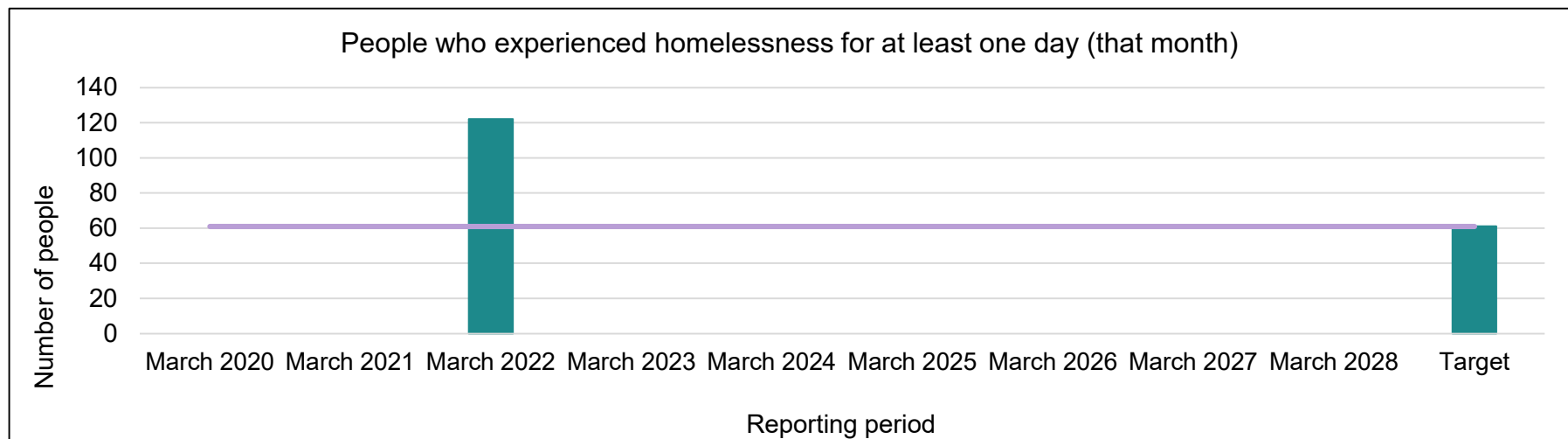





## Community-Level Core Outcomes – Monthly Data Reporting

**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)										

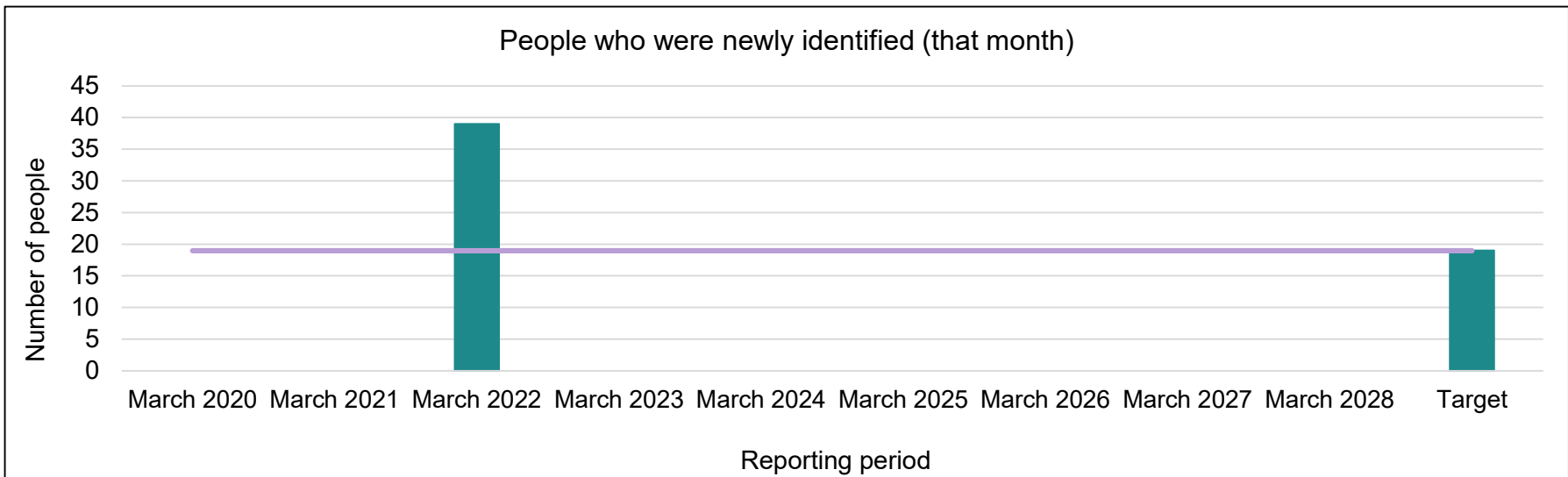


Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

\*Please insert comment here\*

**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)										

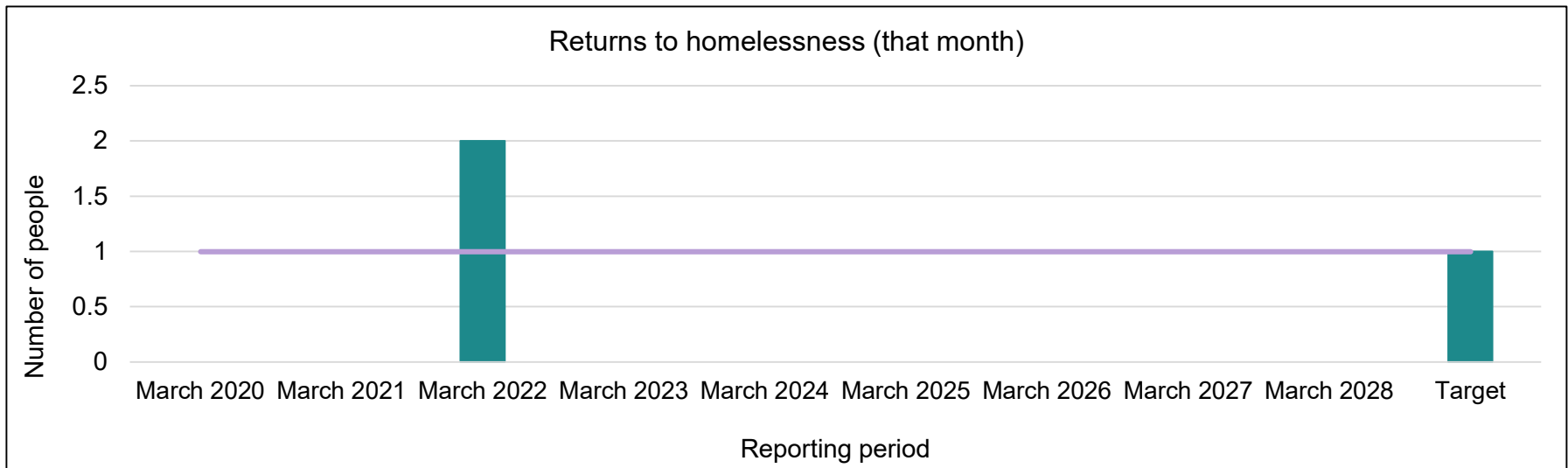


Have you changed any data as submitted in a previous CHR for Outcome #2? If yes, in the comment below please describe what was changed and why?

\*Please insert comment here\*

**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)										

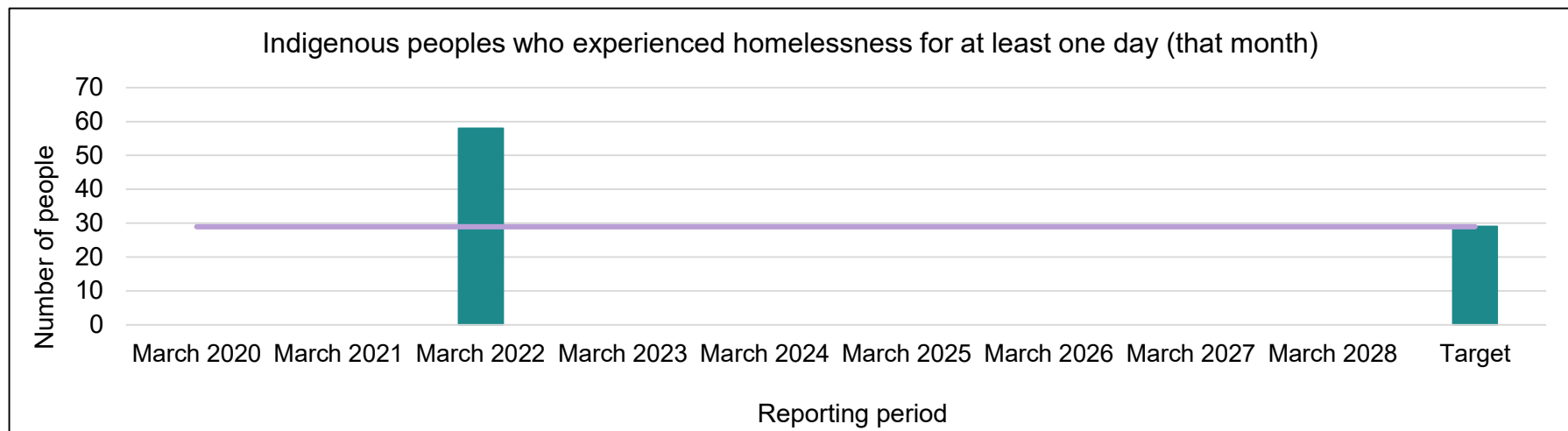


Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why?

\*Please insert comment here\*

**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)										

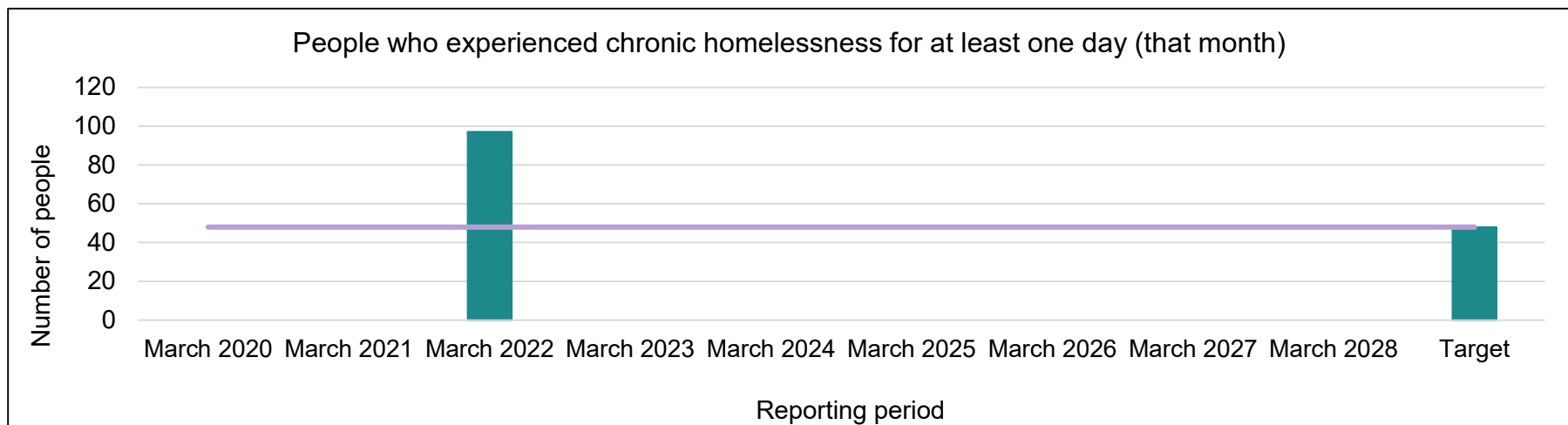


Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?

\*Please insert comment here\*

**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)										



Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?

\*Please insert comment here\*