

# COMMUNITY HOMELESSNESS REPORT SUMMARY

North Bay Nipissing

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?

No – only DC funding is available

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| 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.  |     |
| <p>Coordinated Access Nipissing (CAN) has partnerships with community agencies that enable a collaborative approach can now be taken within community service delivery. Among these partners are the North Bay Indigenous Friendship Centre (NBIFC) and Nipissing First Nation True Self program. Both Agencies provide culturally informed coordinated access and services for households experiencing homelessness and prioritized on the By Name List. These agencies have been involved with all decisions surrounding the development and implementation of CAN, HIFIS 4.0, and the By-Name List. It is the full intentions of the CE to continue these partnerships with Indigenous agencies to ensure that all housing and homelessness policies and protocols are considerate of Indigenous practices.</p> |     |

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| 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.  |     |
| <p>The Community Homelessness Report (CHR) was completed with the collaboration of the Nipissing District Housing and Homelessness Partnership (NDHHP) - or otherwise know as our Community Advisory Board (CAB). The Community Entity (CE) completed the first draft of the CHR which was then sent to the CAB for review and edits. Indigenous Partners are part of the CAB and CAN.</p> |     |

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## 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?

In March of 2022, Coordinated Access Nipissing (CAN) was officially launched. The CAN Guide was developed and finalized and a governance structure was implemented that included guidance from the Community Advisory Board (CAB), the CAN Executive Leads, HIFIS leads from each partner agency and the "CAN Team", comprised of frontline staff from partner agencies.

In 2022, all Coordinated Access Nipissing agency partners began using HIFIS to collaborate and coordinate services for shared clients who give consent to be part of the CAN process.

The CAN Team began meeting in June of 2022 and have met on a weekly basis since that time to conduct action based case conferencing and monitor households on the By Name List for housing readiness and risks. The most significant challenge continues to be a lack of housing and services, which causes frustration for the frontline workers who are trying to move people out of homelessness and desire the BNL to not just become another long "waiting list".

CAN is a fluid and constantly evolving process. Recently a new partner joined the membership and others will be actively recruited in the coming year.

The Reaching Home requirements have been met, but other opportunities through Built for Zero will allow our District to continue to strive to meet even higher levels of achievement and process. By becoming a Built for Zero community, the Designated Community (DC) will use the momentum to create an expectation of continuous improvement.

## 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:<br>Has a List | Step 2:<br>Has a real-time List | Step 3:<br>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<br>January 1, 2023 (or earlier) | Can generate<br>monthly data | Has set targets | Has an outcomes-based<br>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<br>1, 2022 (or earlier) | Can generate<br>annual data | Has set targets | Has an outcomes-based<br>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?

The By-Name List (BNL) was kick-started through a November 2021 Point in Time (PiT) Count with 3 registry days. Participants in the PiT Count Surveying were asked for consent for their names to be added to the By-Name List and shared amongst agencies that were members of Coordinated Access Nipissing.

The first active list was implemented as an Excel spreadsheet in January of 2021. Since then, the full implementation has been undertaken.

In 2022, all Coordinated Access Nipissing agency partners began using HIFIS and since January 2023, the list is updated through HIFIS as well. Additionally, as of January 2023, inflow and outflow is reported on a monthly basis on the Provincial Portal and the District is working toward data reliability and achievement of a Quality By-Name List as confirmed by the Canadian Alliance to End Homelessness.

The Data has, so far, been used comparatively to look at shelter and service capacity and gaps and barriers within the homelessness system.

In March 2023, the first prioritization list was created using a locally designed Homelessness Information Assessment tool. The Prioritization list will be used to match households on the list to available resources.

Currently, the updating of the By Name List from HIFIS to Excel is extremely labour intensive, since the compatibility of data points is often questionable, but Excel is still necessary to sort, prioritize and match households on the list. We are collaborating with other communities in Ontario to look at opportunities to mitigate the administration burdens of the BNL and HIFIS and hope to have some workarounds in place for the next CHR.

## More information about the Unique Identifier List

### Step 1. Have a List

Where does data for the List come from?

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

Please describe how the List is created using HIFIS:

All participating Coordinated Access Agencies add household profiles to HIFIS. The Coordinated Access module of HIFIS is then used to create a Unique Identifier List which is then used to create an Excel By Name List that is sortable based on need and priority.

**Step 1. Have a List (cont.)**

**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 |
| Activity and inactivity      | Yes |
| Housing history              | Yes |

**From the List, can the community get demographic data for...**

|                 |     |                     |     |
|-----------------|-----|---------------------|-----|
| Age             | Yes | Indigenous identity | 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?                              | Monthly |
|   |         |
| 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

**Optional question:** 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 “*Understanding Community-Level Data*” worksheet.

Community did not complete this optional question.

### 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?

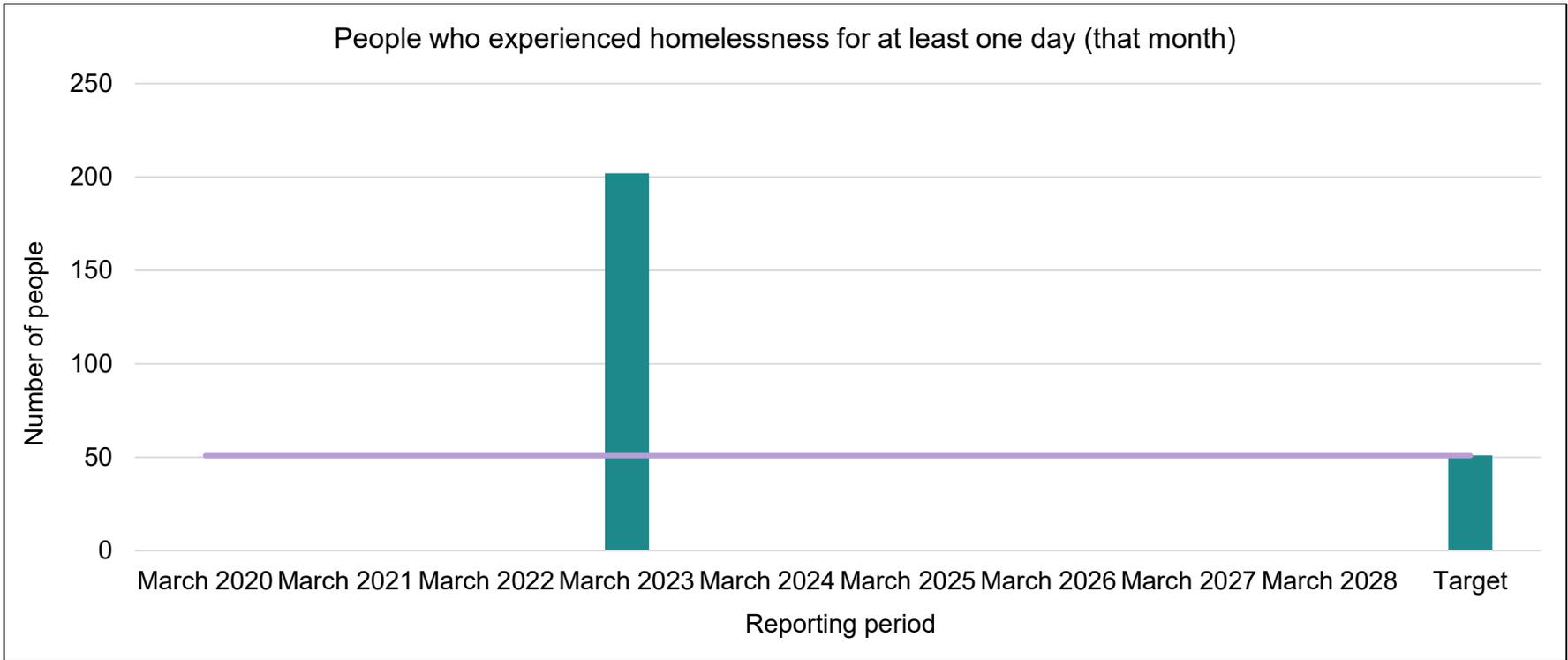
No

## 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.

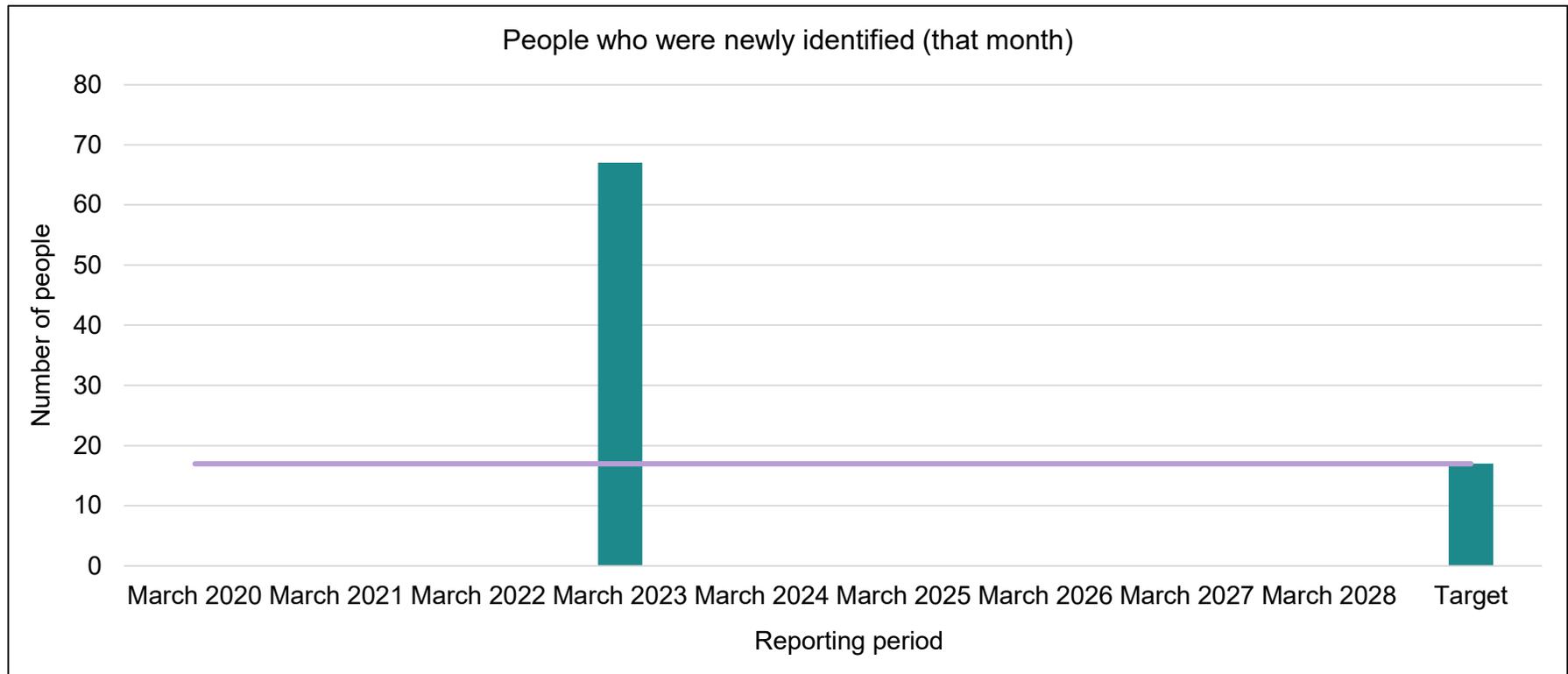
|   | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | Target |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------|
| People who experienced homelessness for at least one day (that month) |            |            |            | 202        |            |            |            |            |            | 51     |





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

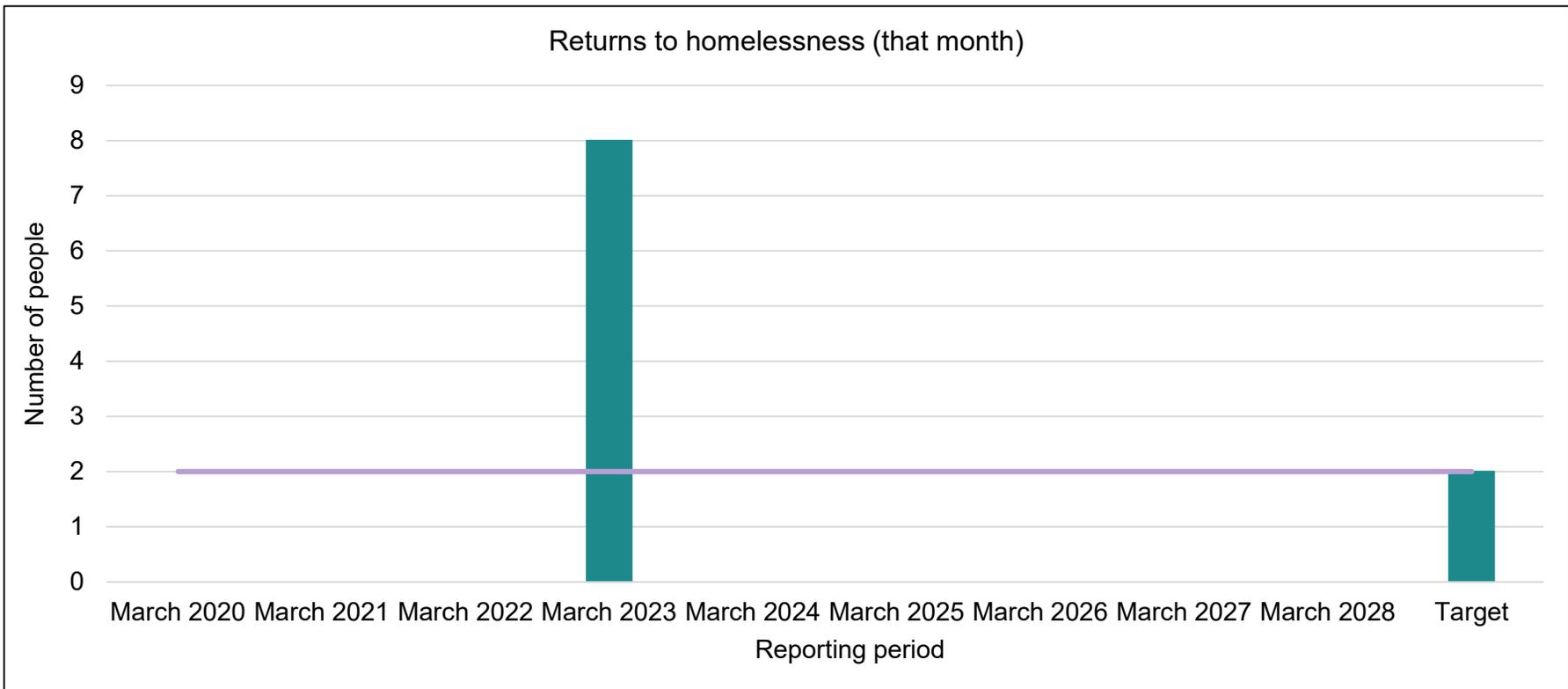
|   | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | Target |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------|
| People who were newly identified (that month) |            |            |            | 67         |            |            |            |            |            | 17     |





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

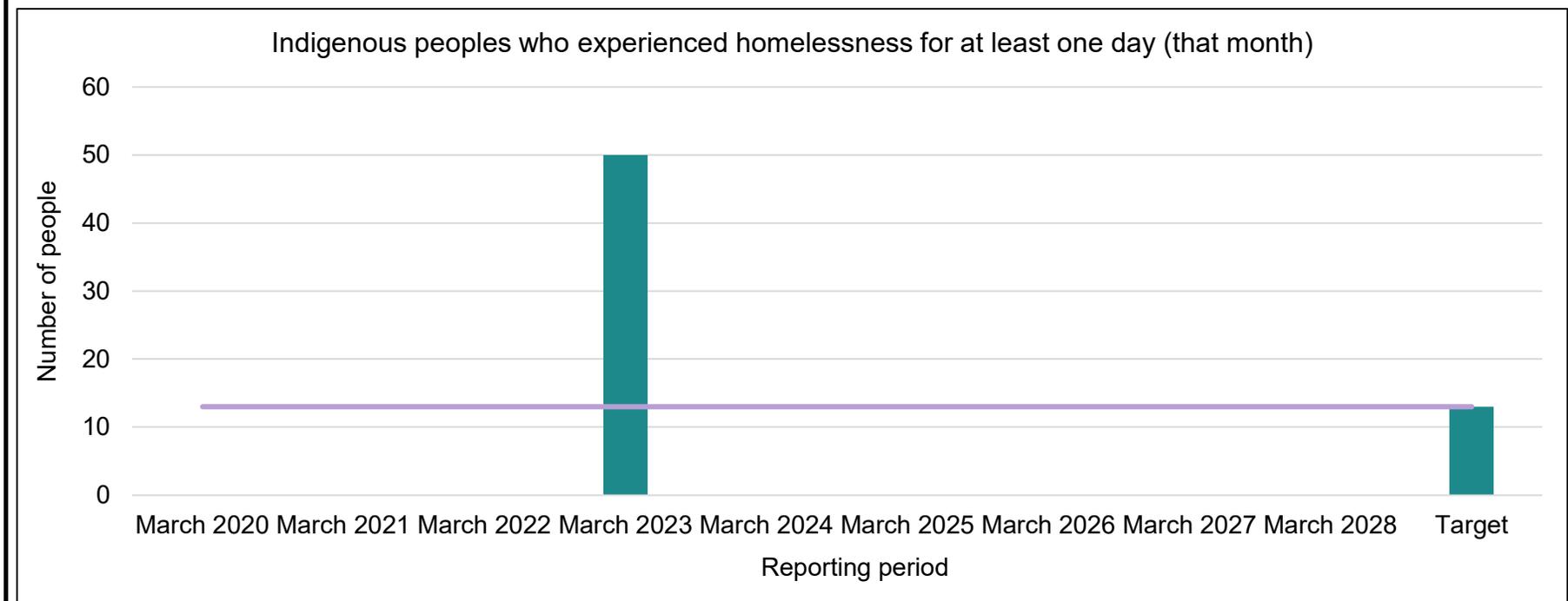
|                                      | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | Target |
|--------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------|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





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

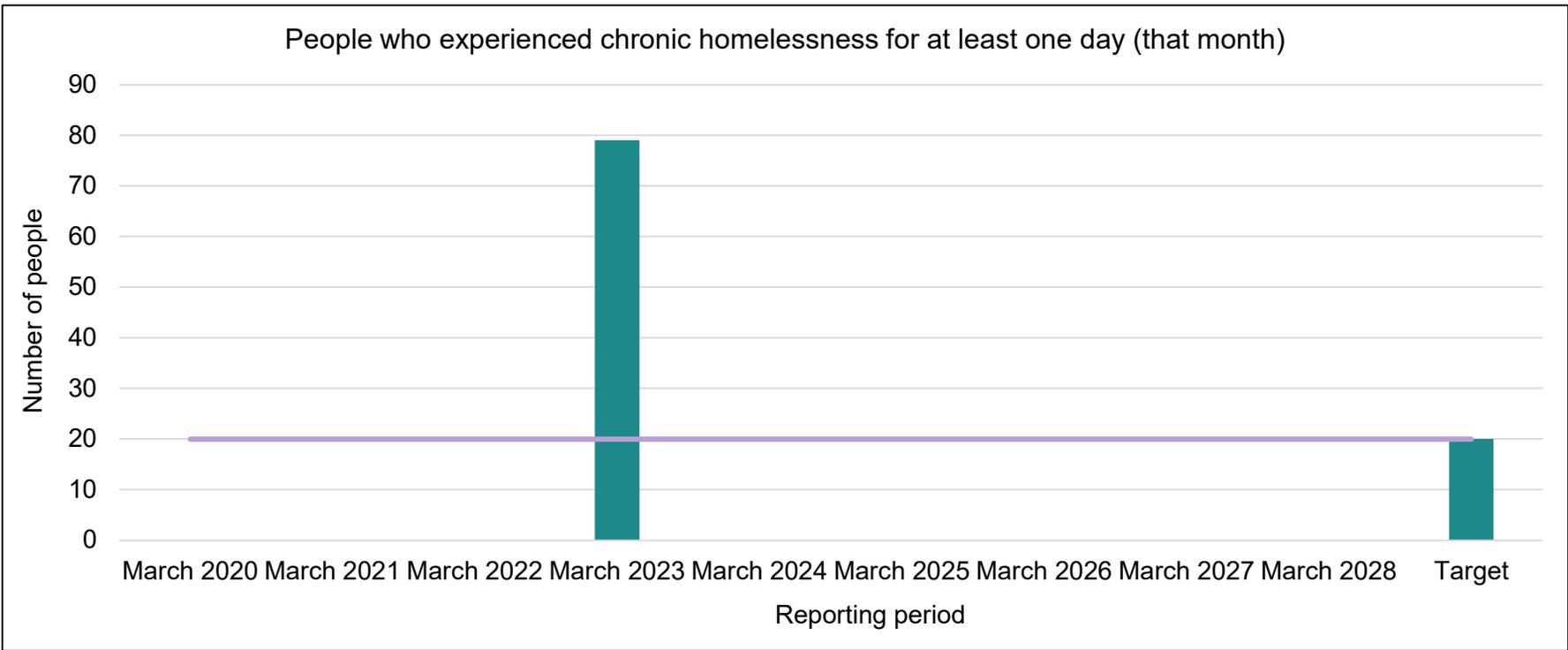
|   | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | Target |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------|
| Indigenous peoples who experienced homelessness for at least one day (that month) |            |            |            | 50         |            |            |            |            |            | 13     |





**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) |            |            |            | 79         |            |            |            |            |            | 20     |



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

Please provide context about your results, as applicable.

This year is the first year that we have had data in HIFIS to use to generate our CHR report. We fully anticipate that we will have usable, comparative data at the end of the 2023-24 Fiscal year. When setting our targets, we approached the number with the provincial 10 year Housing Homelessness Plan, our Homelessness Action Plan and our Built For Zero goals.

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

Yes

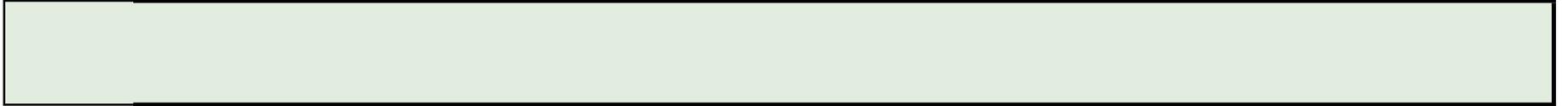
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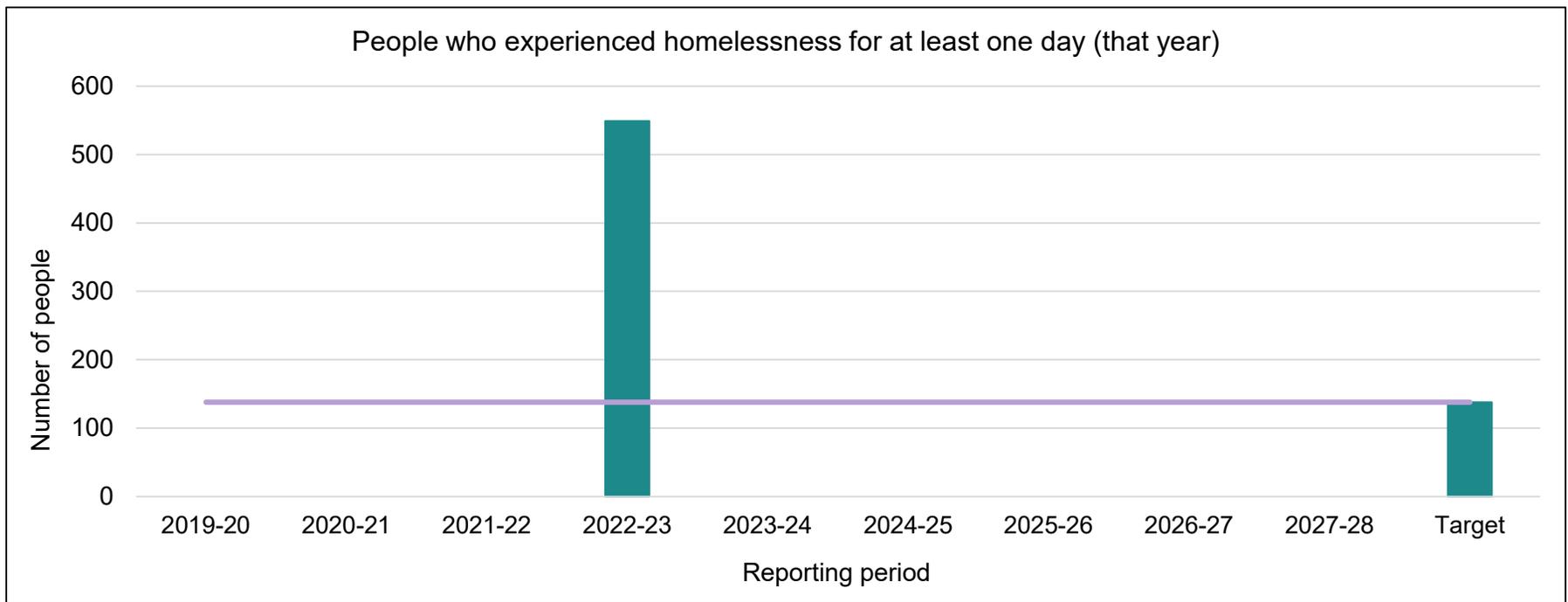


**Section 4. Community-Level Outcomes and Targets – Annual**



**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) |         |         |         | 549     |         |         |         |         |         | 138    |



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

Please provide context about your results, as applicable.

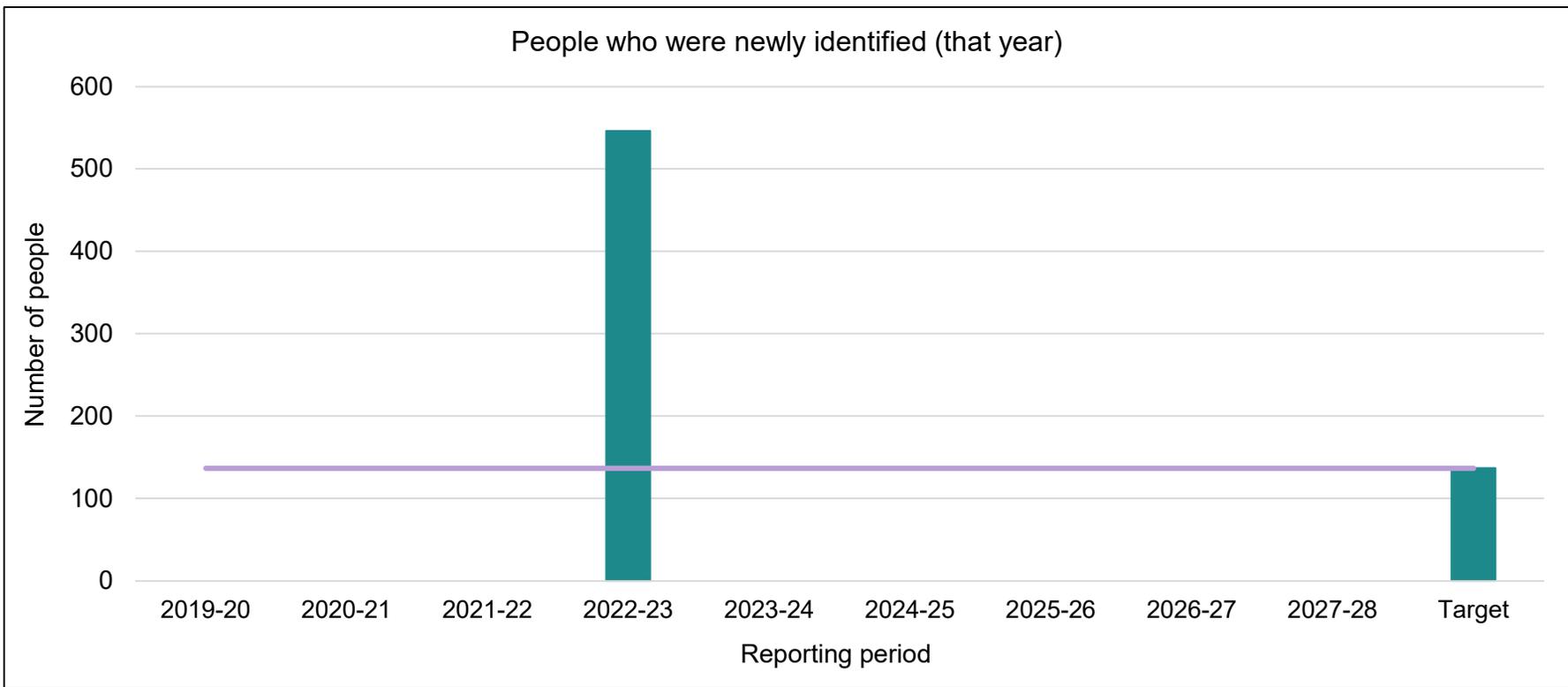
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Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

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) |         |         |         | 546     |         |         |         |         |         | 137    |



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

Please provide context about your results, as applicable.

This year is the first year that we have had data in HIFIS to use to generate our CHR report. We fully anticipate that we will have usable, comparative data at the end of the 2023-24 Fiscal year. When setting our targets, we approached the number with the provincial 10 year Housing Homelessness Plan, our Homelessness Action Plan and our Built For Zero goals.

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

Yes

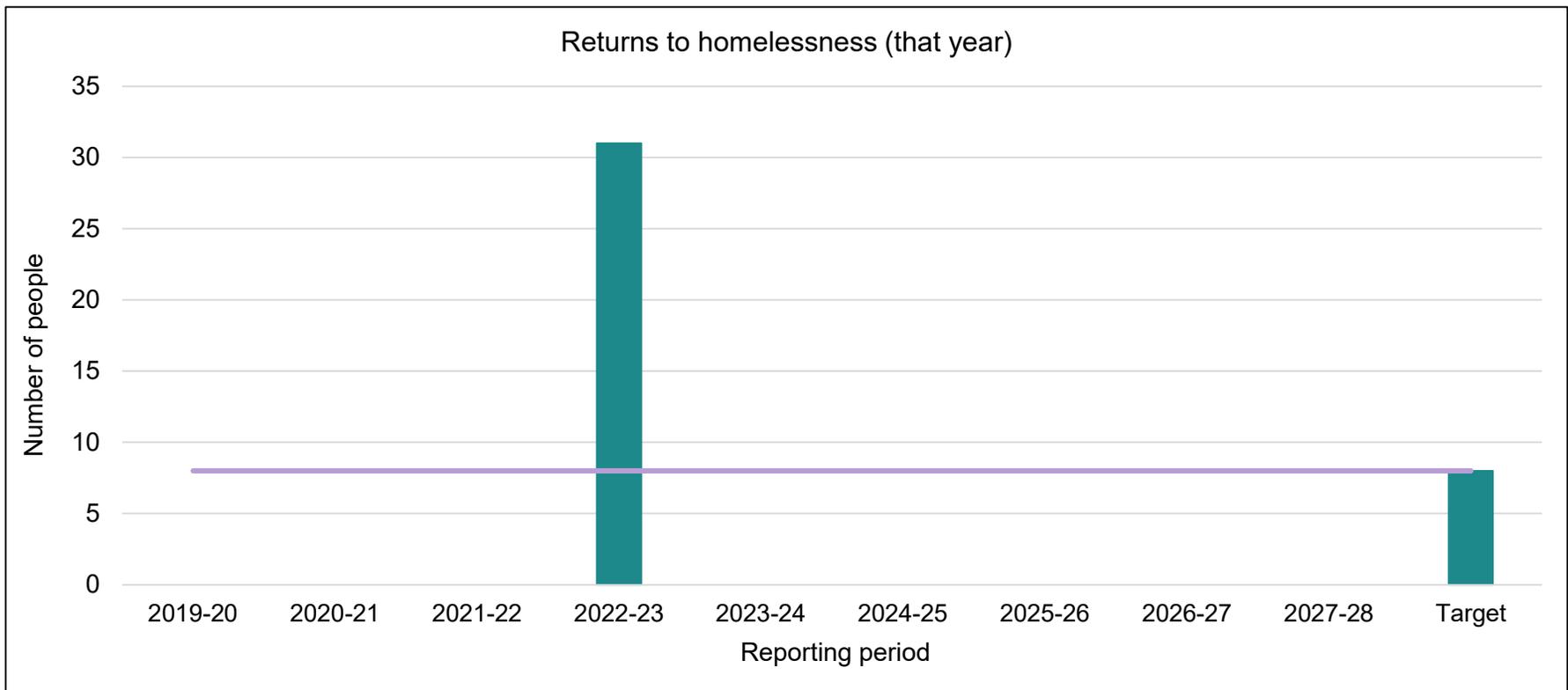
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**Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)**

|                                     | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |
|-------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| Returns to homelessness (that year) |         |         |         | 31      |         |         |         |         |         | 8      |



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

Please provide context about your results, as applicable.

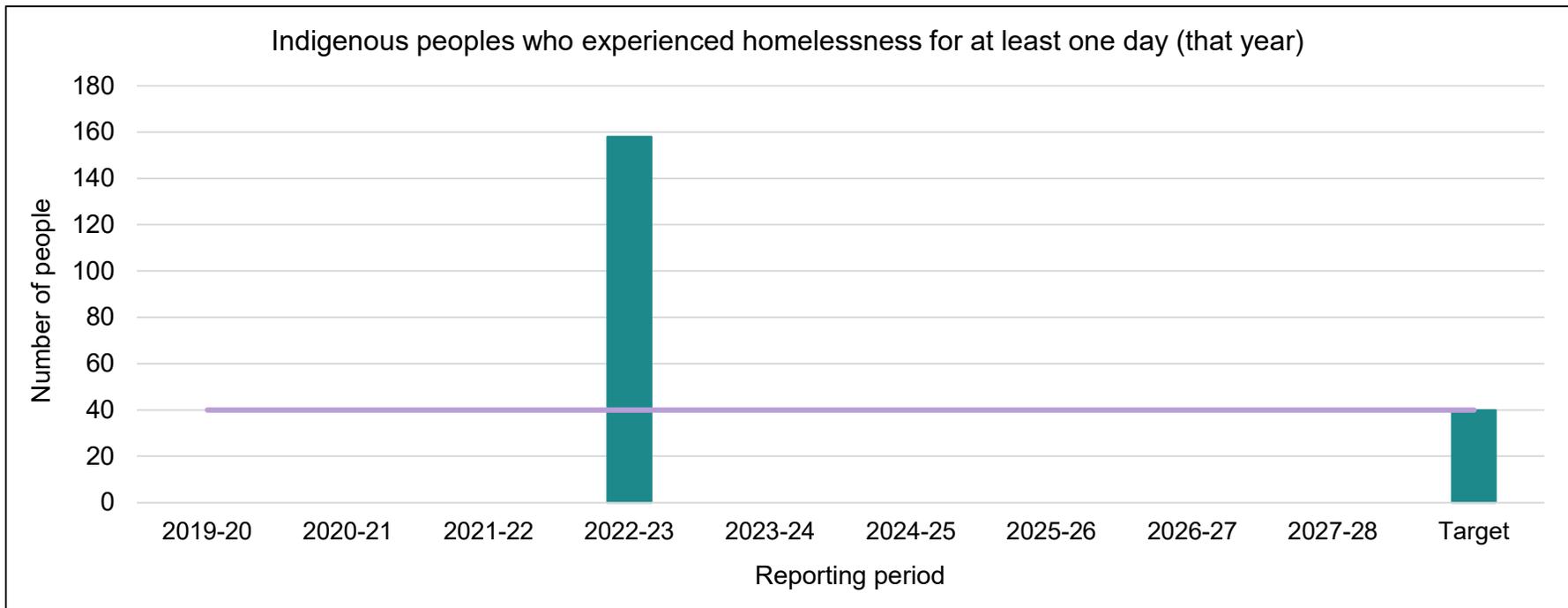
This year is the first year that we have had data in HIFIS to use to generate our CHR report. We fully anticipate that we will have usable, comparative data at the end of the 2023-24 Fiscal year. When setting our targets, we approached the number with the provincial 10 year Housing Homelessness Plan, our Homelessness Action Plan and our Built For Zero goals.

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

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) |         |         |         | 158     |         |         |         |         |         | 40     |



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

Please provide context about your results, as applicable.

This year is the first year that we have had data in HIFIS to use to generate our CHR report. We fully anticipate that we will have usable, comparative data at the end of the 2023-24 Fiscal year. When setting our targets, we approached the number with the provincial 10 year Housing Homelessness Plan, our Homelessness Action Plan and our Built For Zero goals.

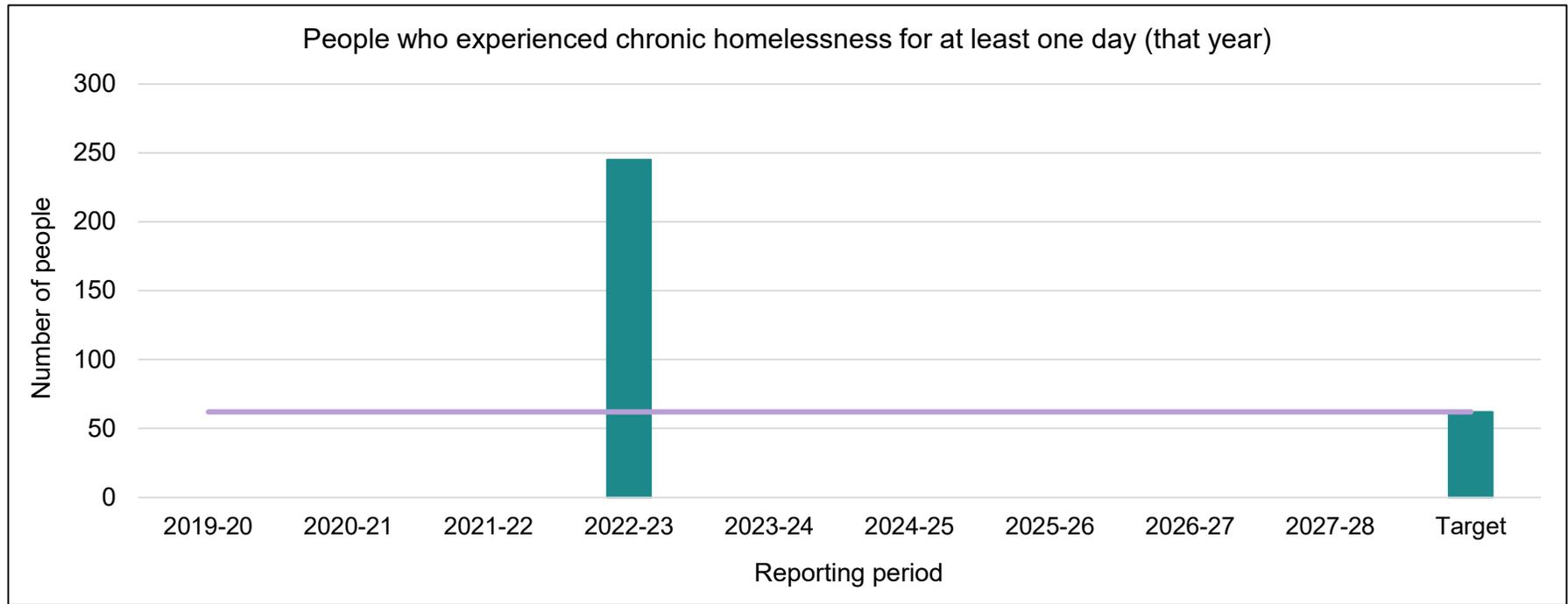
Was the HIFIS “**Community Homelessness Report**” used to generate data for this outcome?

Yes

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**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) |         |         |         | 245     |         |         |         |         |         | 62     |



Please provide context about your results, as applicable.

This year is the first year that we have had data in HIFIS to use to generate our CHR report. We fully anticipate that we will have usable, comparative data at the end of the 2023-24 Fiscal year. When setting our targets, we approached the number with the provincial 10 year Housing Homelessness Plan, our Homelessness Action Plan and our Built For Zero goals.

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

Yes

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